



Court ***Access & Fairness Survey***

2010 Final Report *

INTRODUCTION

Using a modified version of *CourTools*, the goal of this report is to identify current issues and possible extraneous variables that affect levels of satisfaction, fairness, and accessibility to the court.

Data for this report was collected on May 13, 2010 by survey method at three Seattle-Area courts: Youth Services Center (Juvenile Court), the Maleng Regional Justice Center, and the King County Courthouse. Criminal justice graduate students administered and collected the survey, which represented a convenience sample of court clients during the one-day data collection.

Section One of the report provides charts and graphs to show a profile of the sample, which includes both demographic and responses to questionnaire items related to access, fairness, general court satisfaction, and other court related factors.

This number of cases represents 317 respondents. The statistics included in this report have been subject to a quality assurance process that involved removing erroneous cases and minimizing the occurrences of “missing” data. Because of this quality assurance review, the statistics presented in this report may slightly vary from those actually collected, and thus percentages are reported for the questionnaire items to deal with this variation.

Section Two provides tables that include details about the relationships between court satisfaction and demographic factors that may impact overall court satisfaction, such as gender, age, and income.

Section Three provides a written analysis of the survey data, including an interpretation of the findings, implications for policy, and suggestions for future court surveys.

Section Four contains a copy of the survey instrument and respondent’s comments about the court and court processes.

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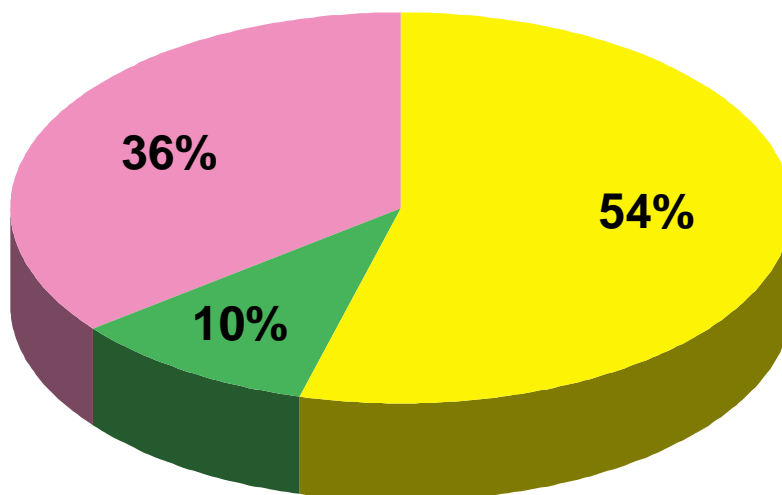
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Section One:

Demographic and Court Access and Fairness Questionnaire Data

Chart 1: Court Clients by Location



- King County Court House (KCCH)
 - Regional Justice Center (RJC)
 - Youth Services Center - Juvenile Court (JC)
-

Chart 2: Court Clients by Court Level

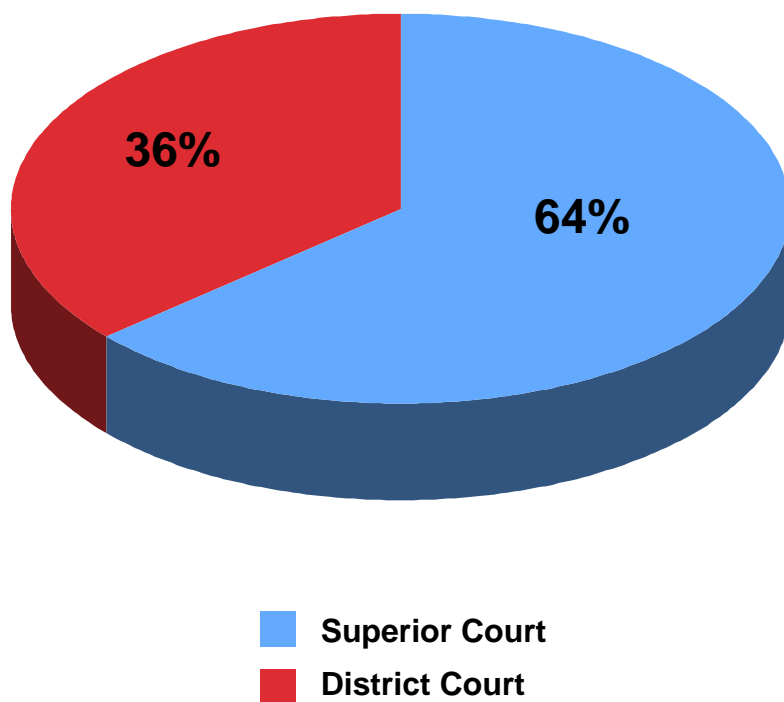


Chart 3: Court Clients by Type

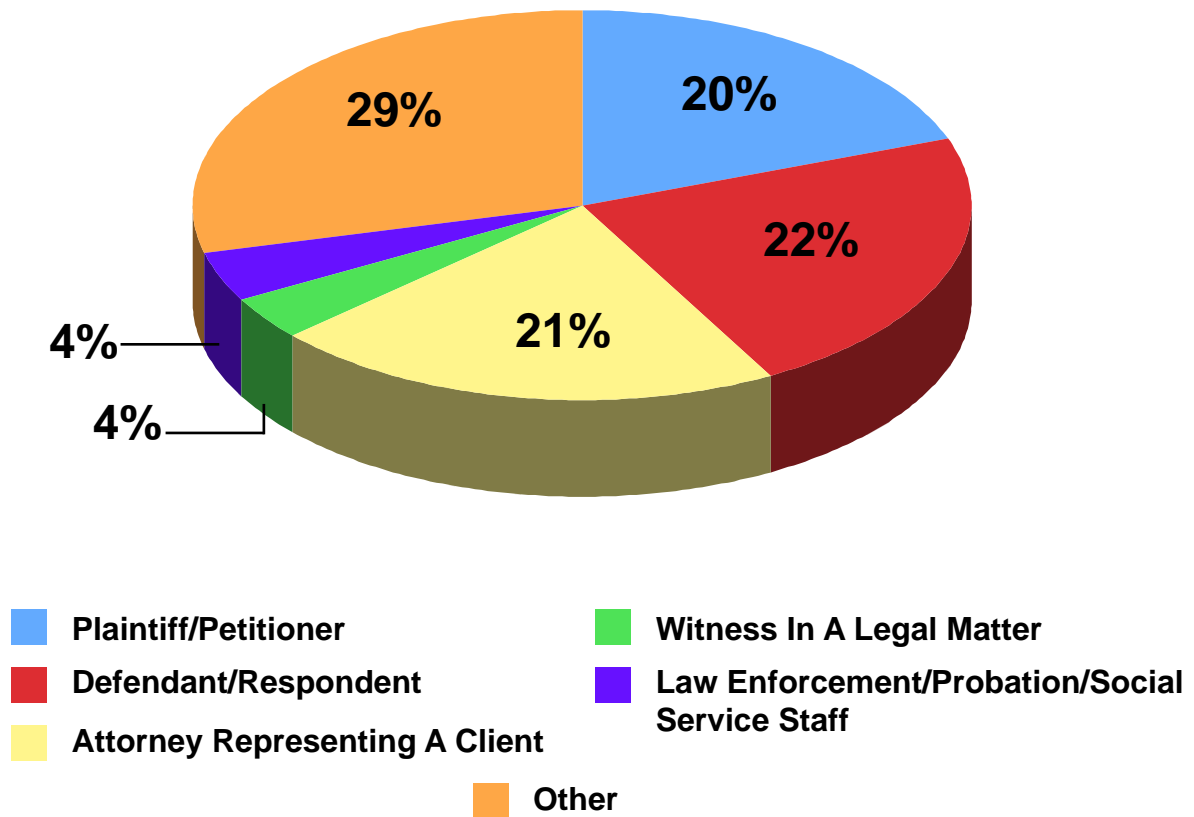


Chart 4: Court Clients by Type of Case

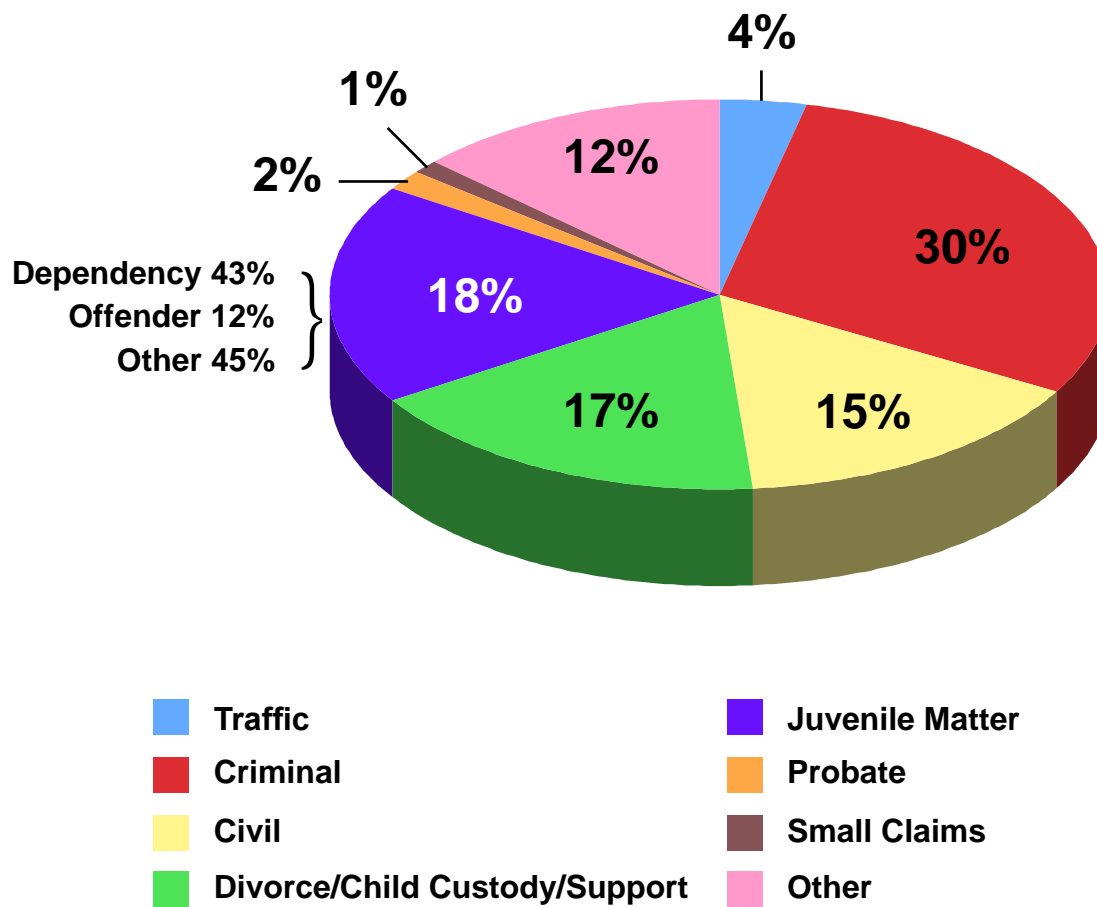


Chart 5: Court Clients by Court Business

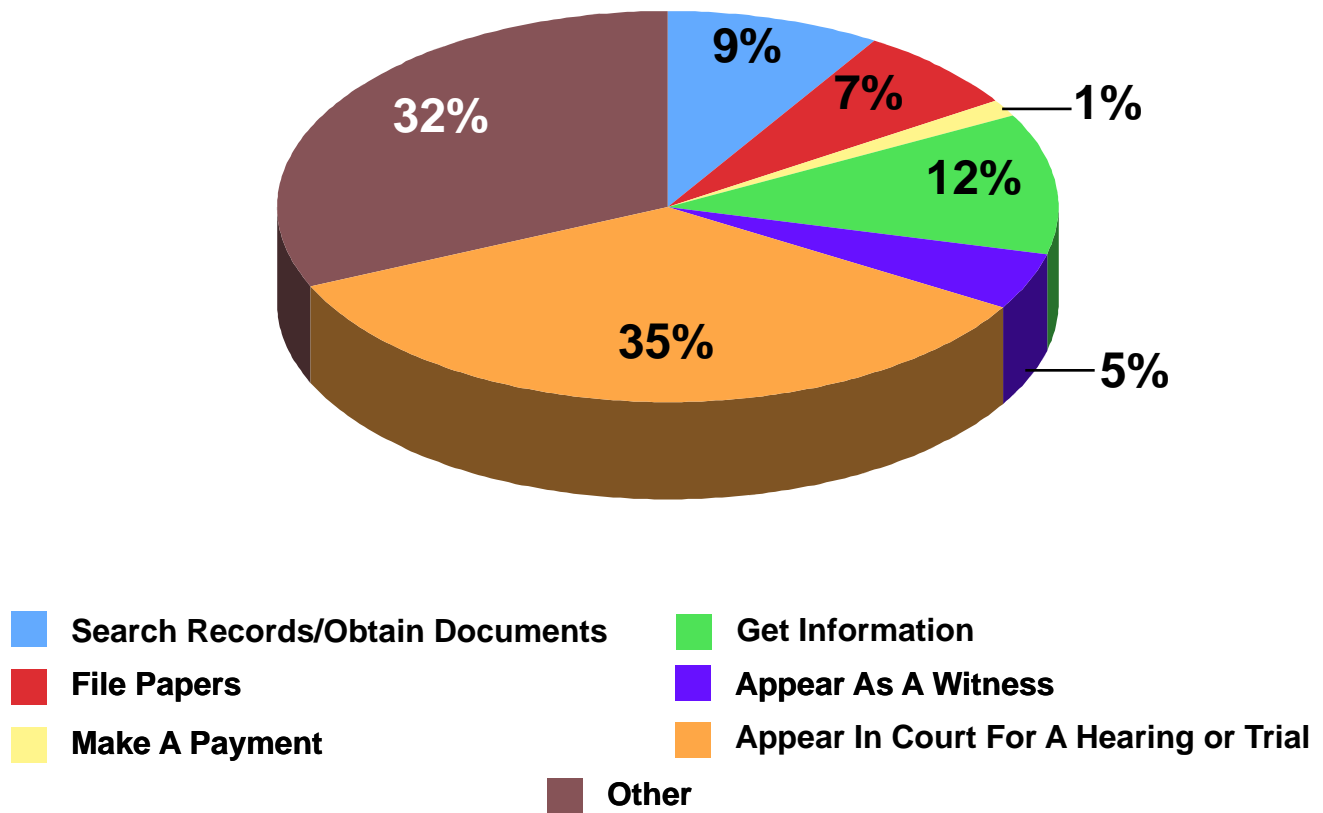


Chart 6: Court Clients by Time Spent At Court

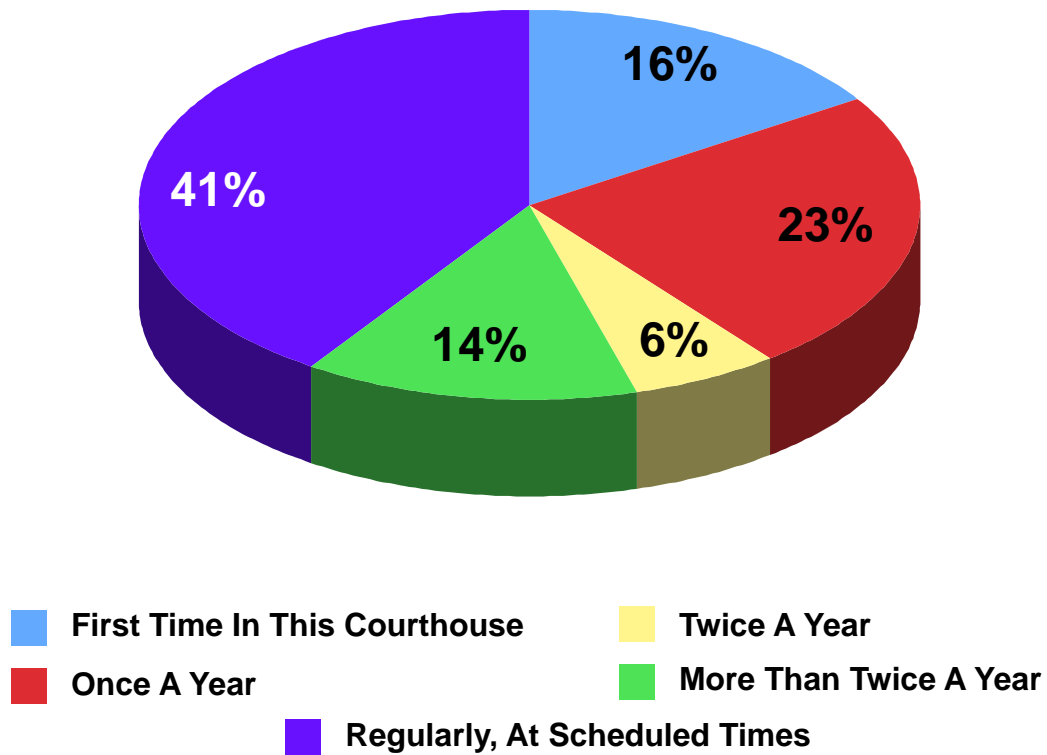


Chart 7: Court Clients by Transportation Type

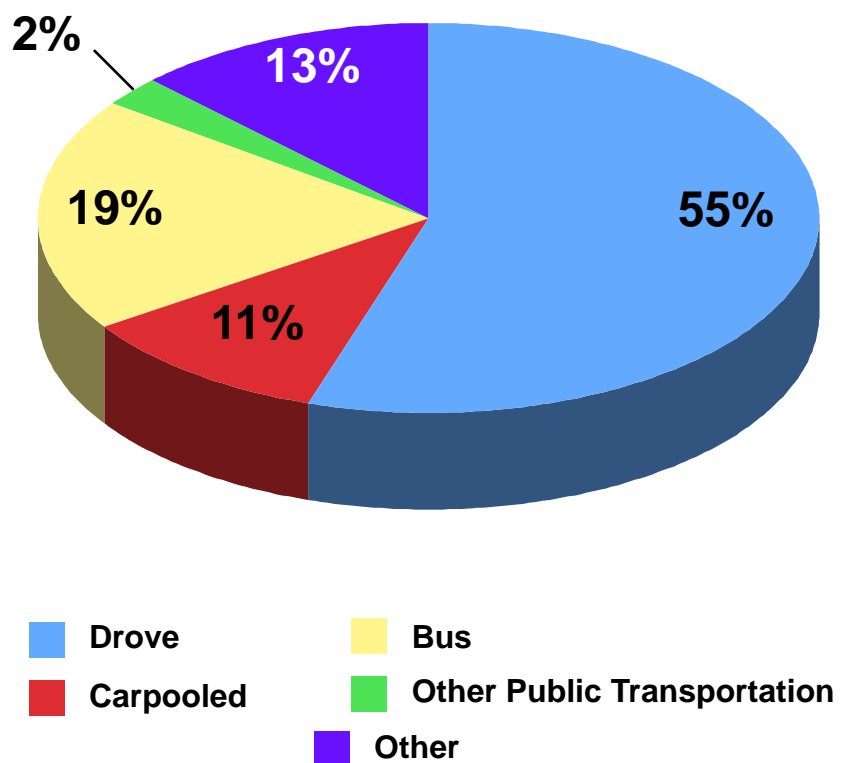
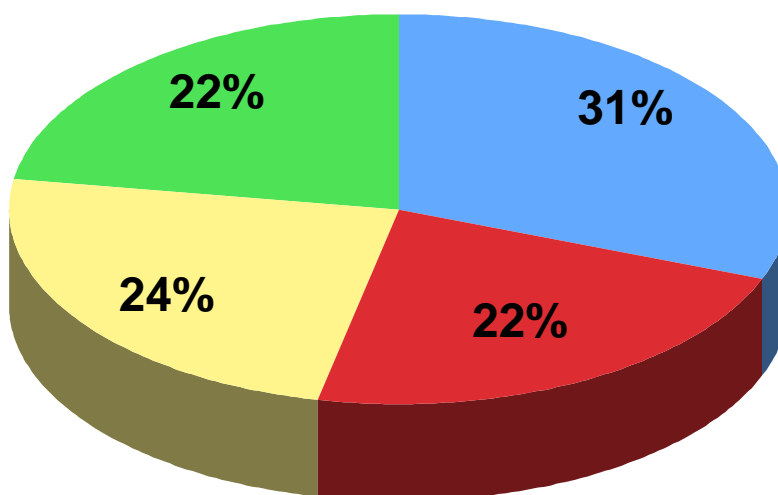


Chart 8: Court Clients by Travel Distance



■ Less Than 5 Miles
■ Between 5 and 10 Miles

■ Between 10 and 20 Miles
■ More Than 20 Miles

Chart 9: Court Clients by Race/Ethnicity

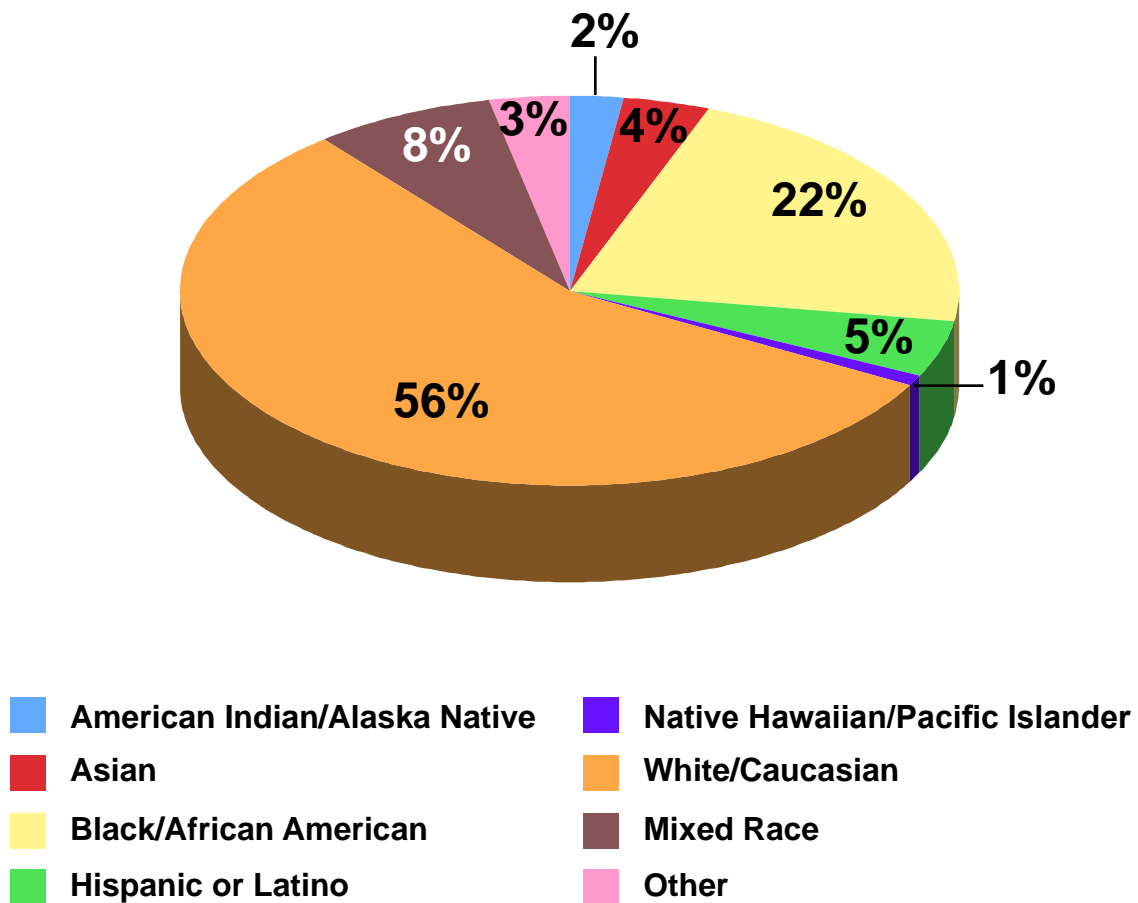


Chart 10: Court Clients by County of Residence

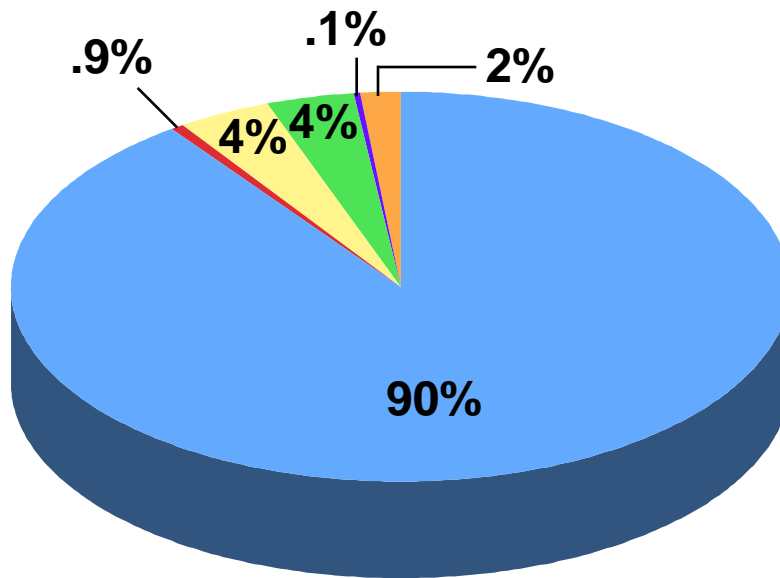


Chart 11: Court Clients by Employment Status

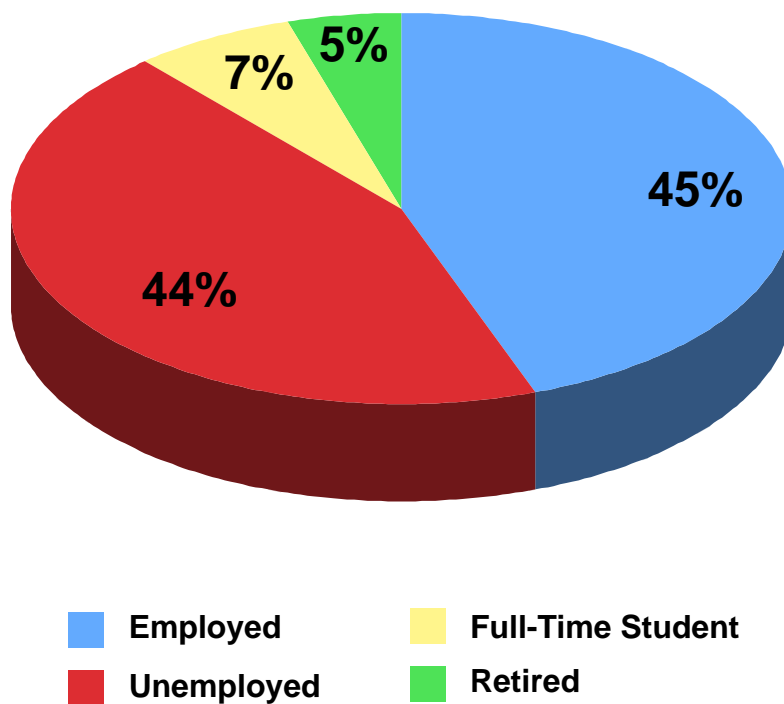


Chart 12: Court Clients by Gender

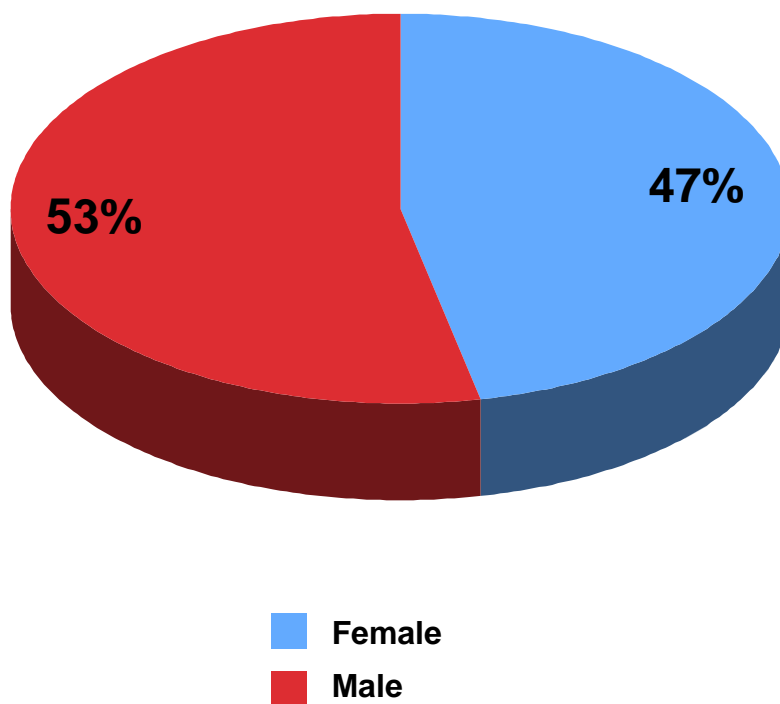


Chart 13: Court Clients by Marital Status

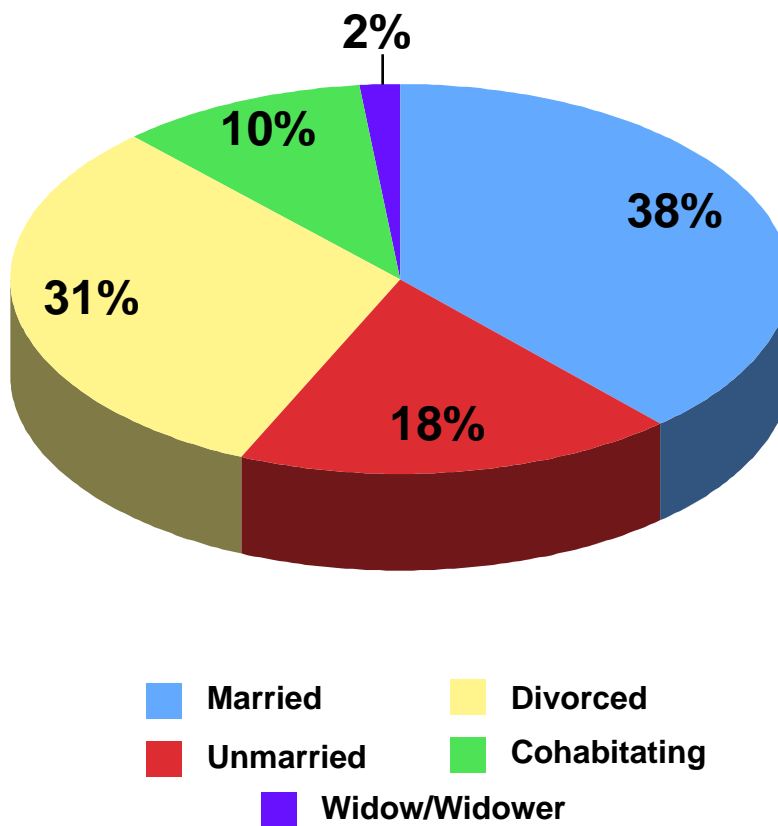


Chart 14: Court Clients by Age (In Years)

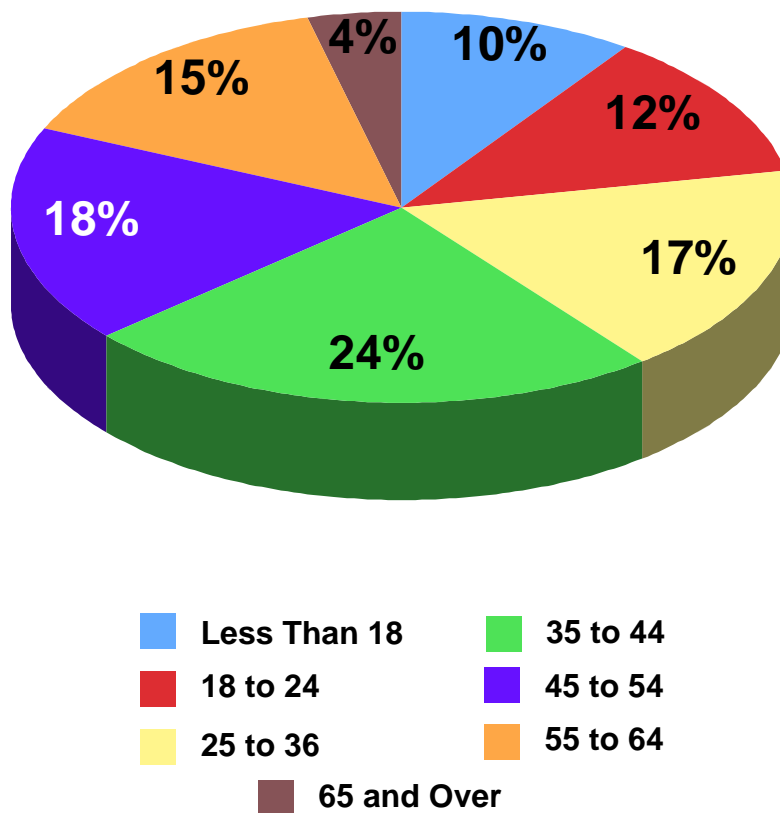


Chart 15: Court Clients by Education Level

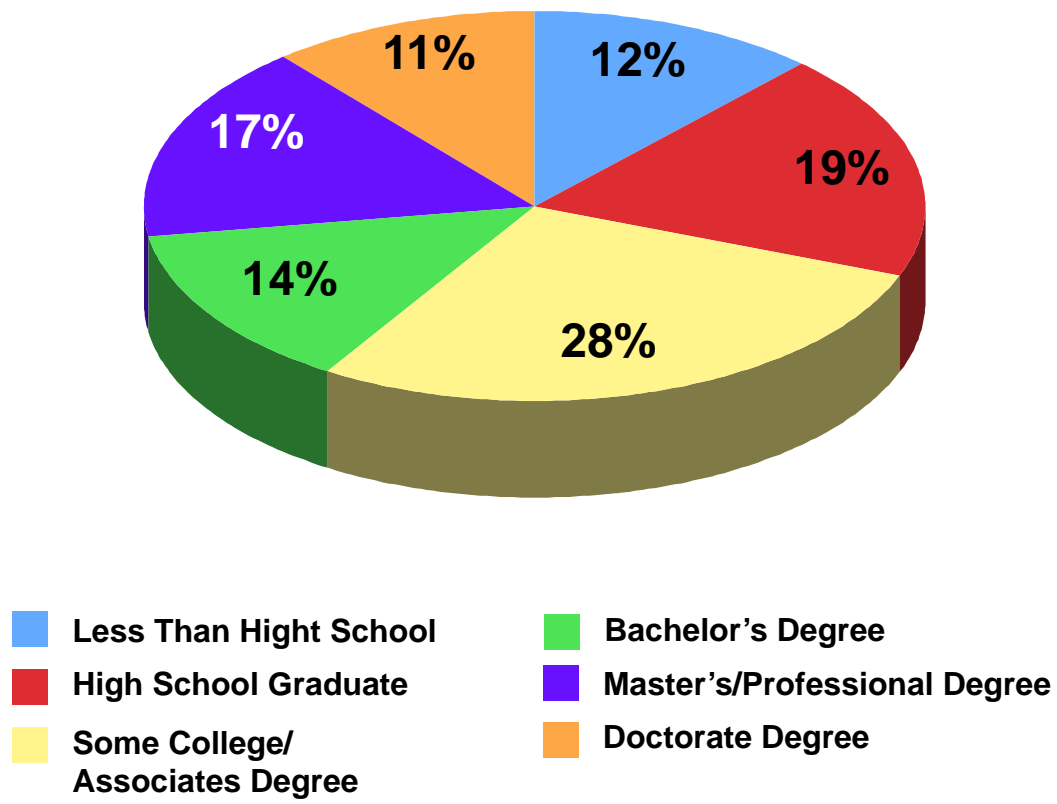
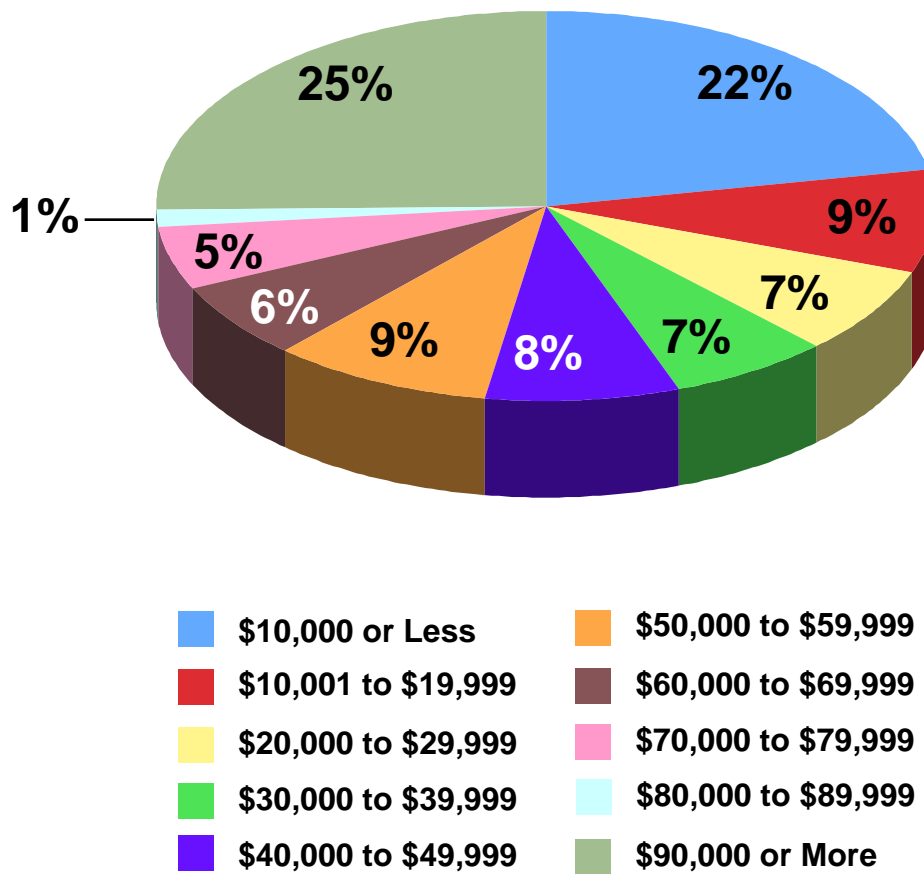
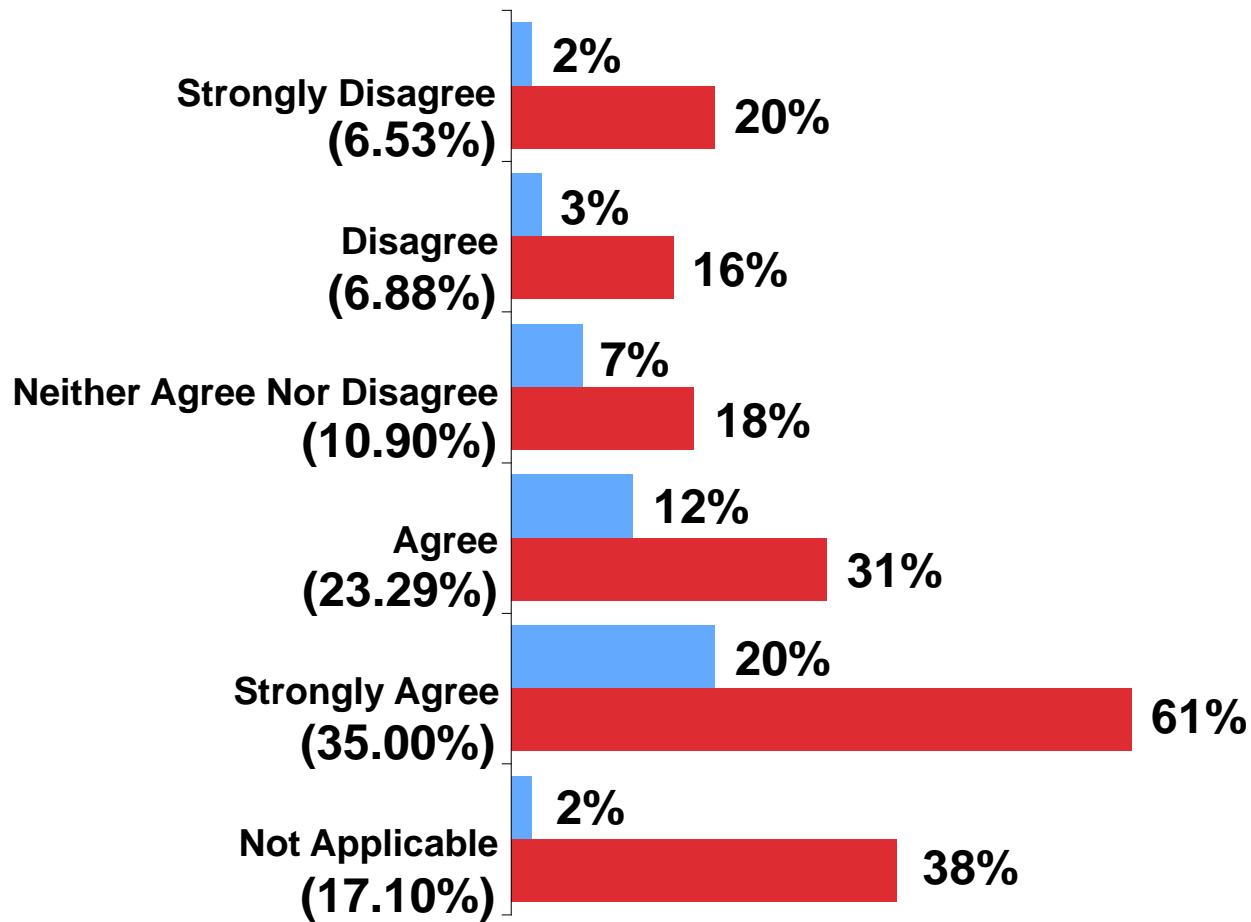


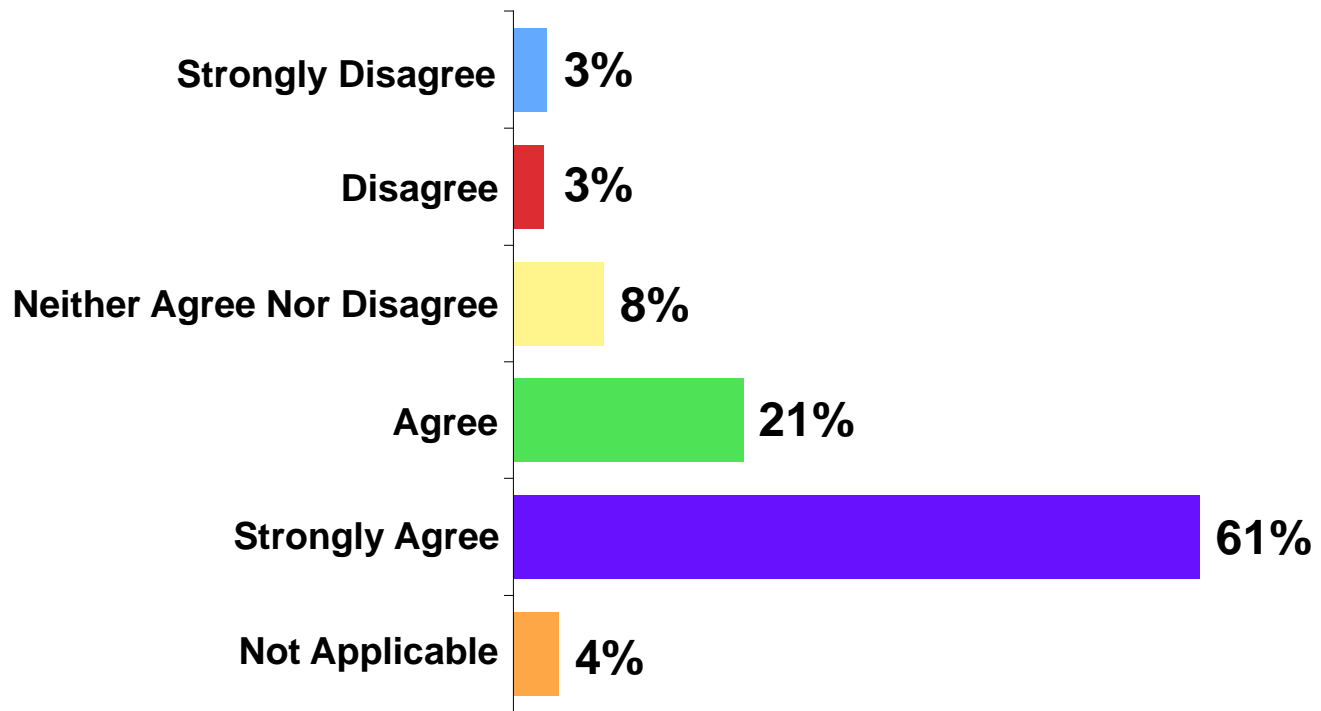
Chart 16: Court Clients by Annual Household Income



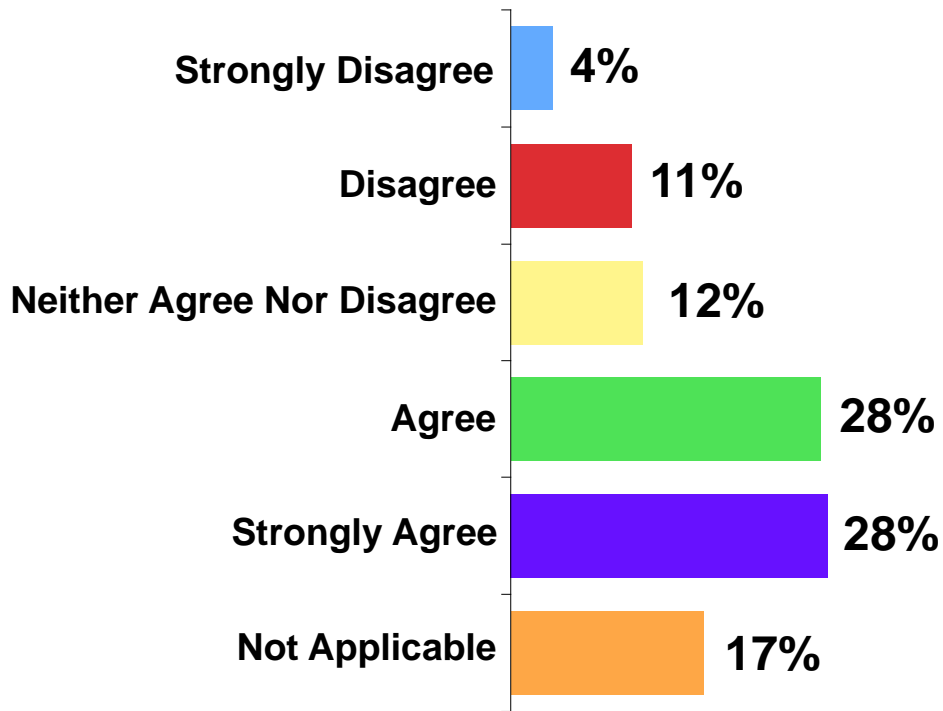
**Graph 1. Minimum and Maximum Response Percentages by Response Category
(Means in Parentheses).**



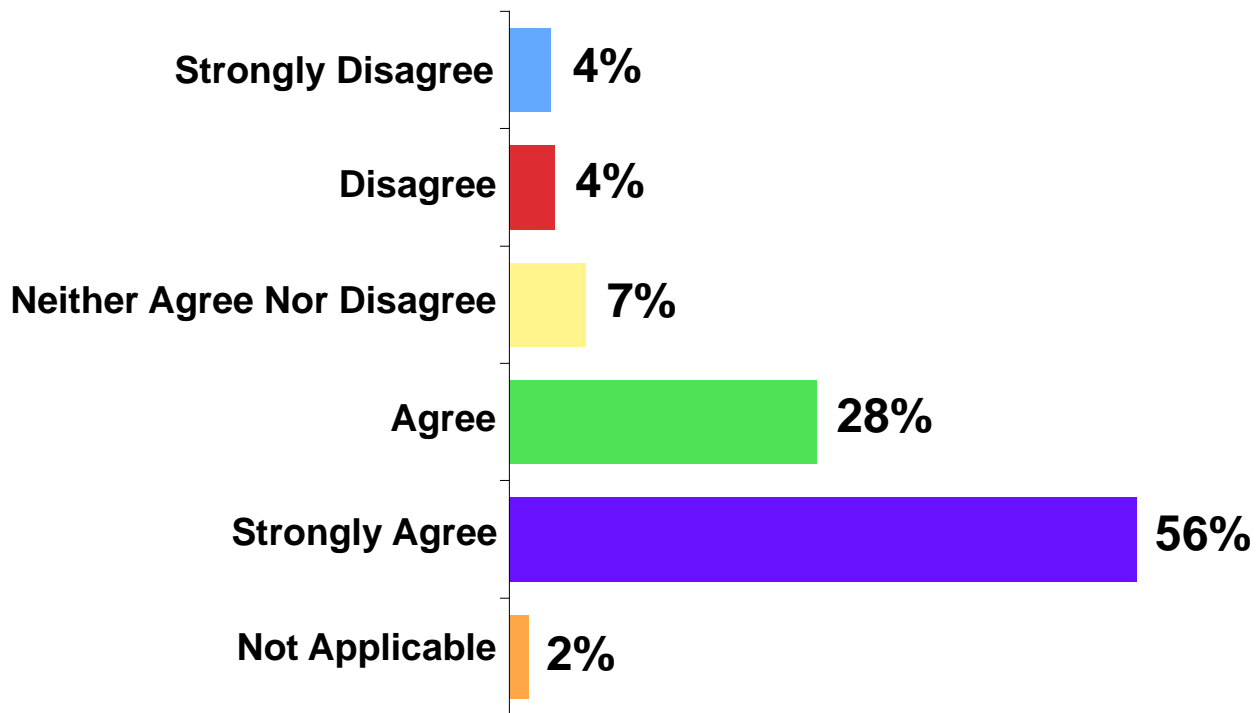
Graph 2. Finding the court was easy. (Question 1)



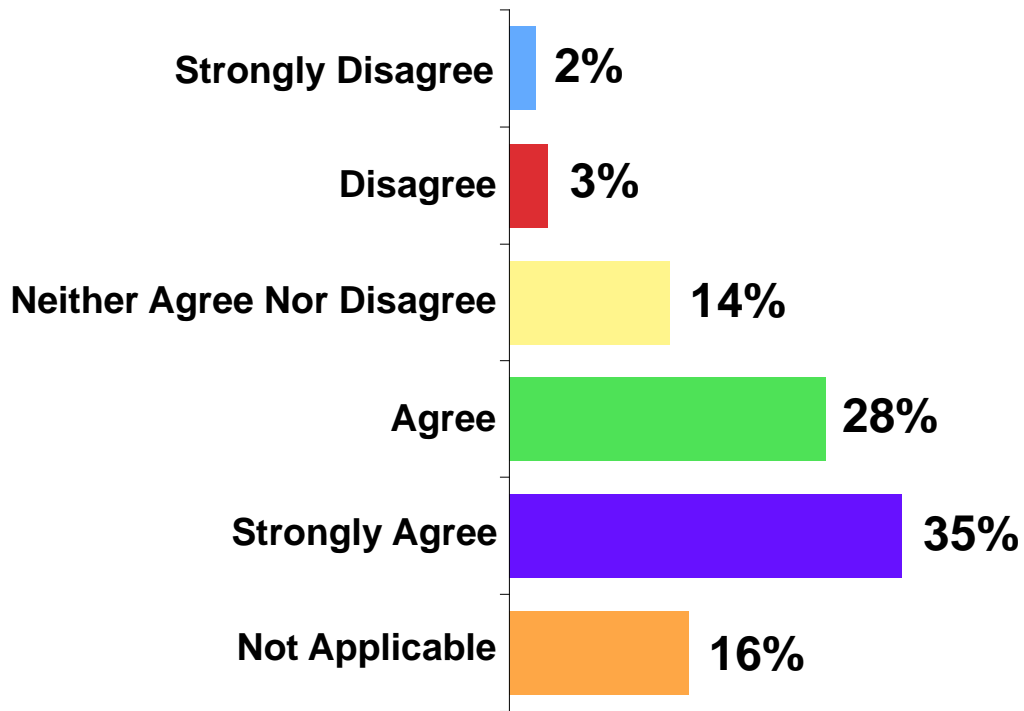
Graph 3. The forms I needed were clear and easy to understand. (Question 2)



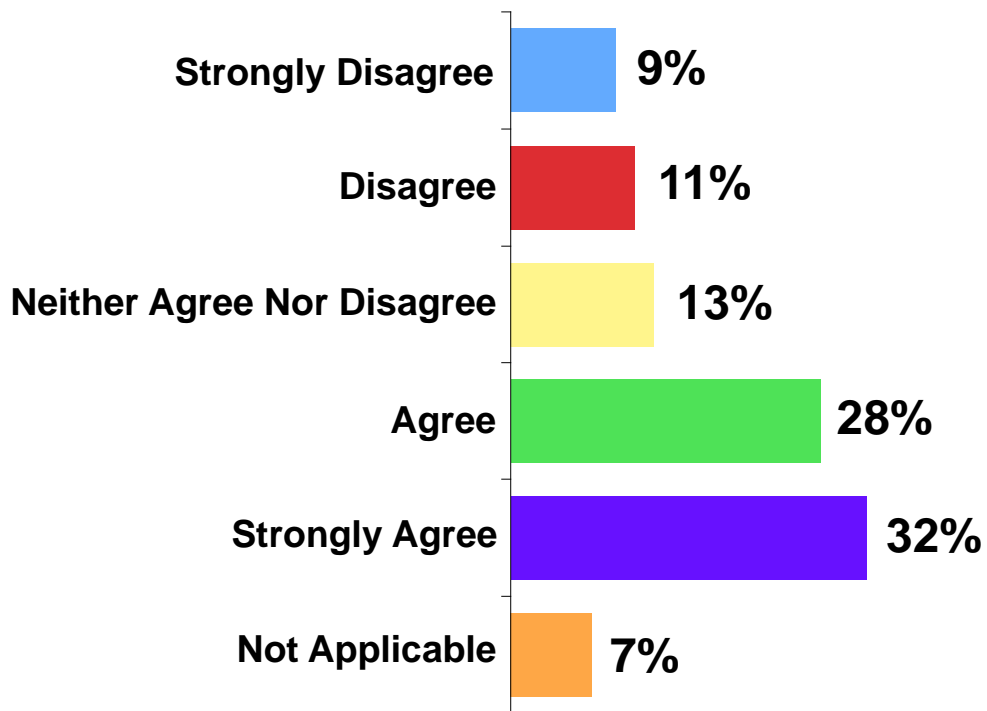
Graph 4. I felt safe in the courthouse. (Question 3)



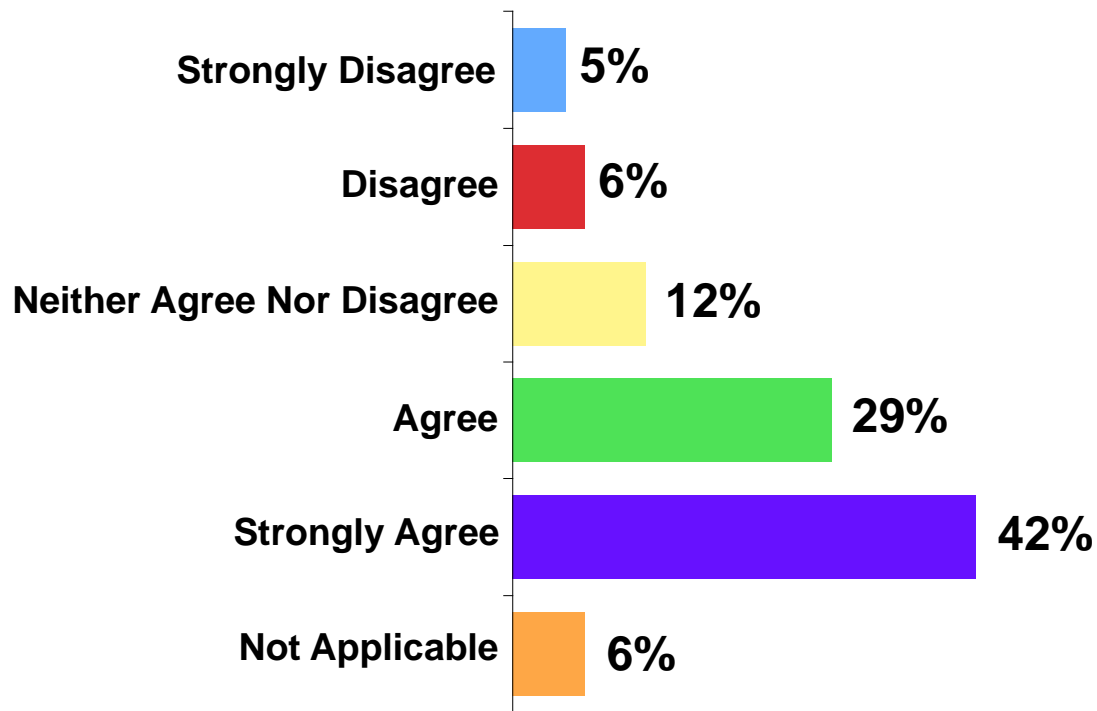
Graph 5. The court makes reasonable efforts to remove physical and language barriers to service. (Question 4)



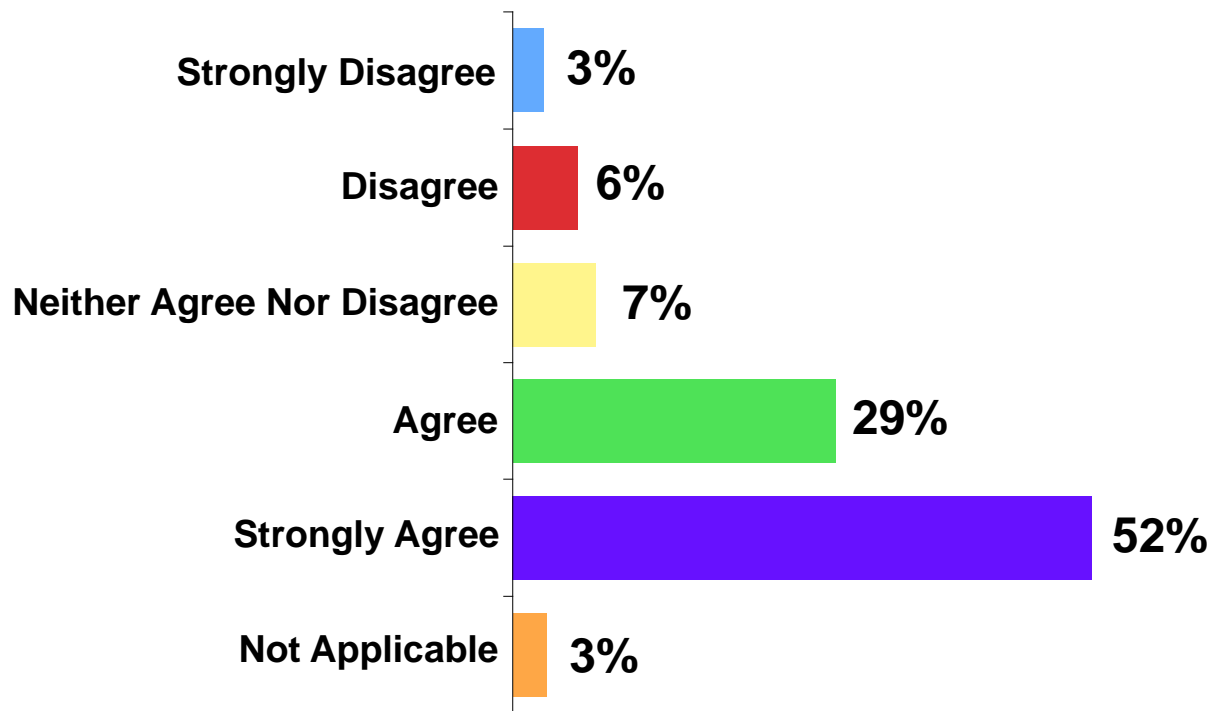
Graph 6. I was able to get my court business done in a reasonable amount of time. (Question 5)



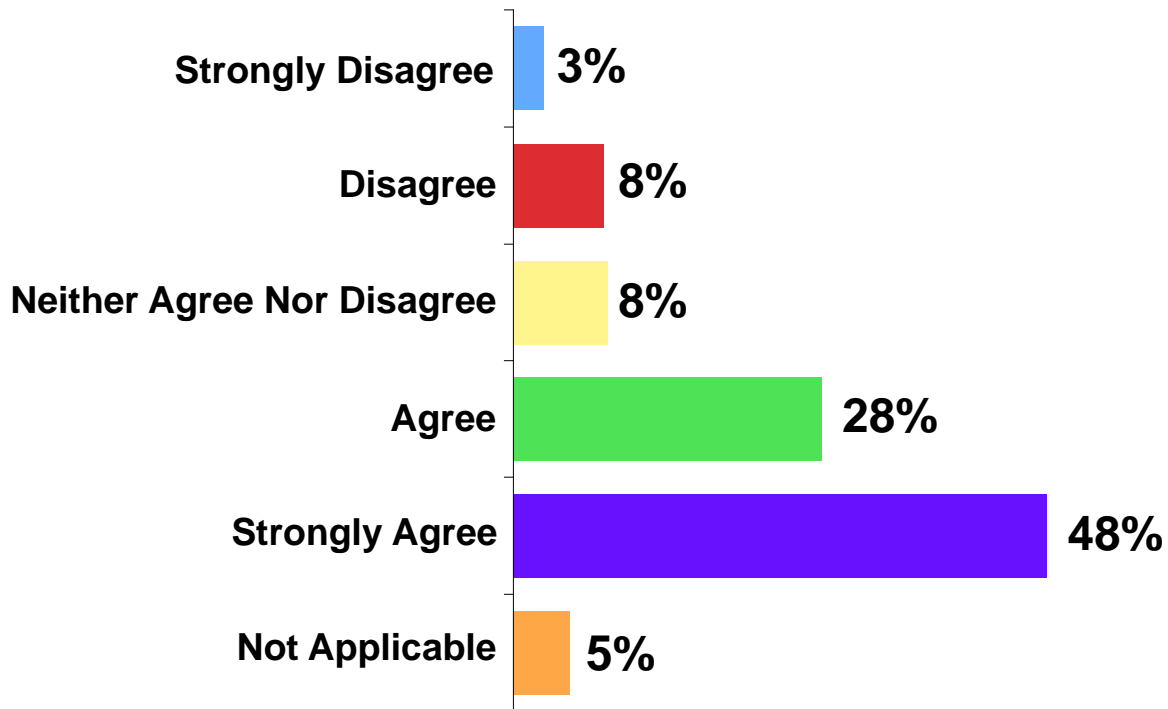
Graph 7. Court staff paid attention to my needs. (Question 6)



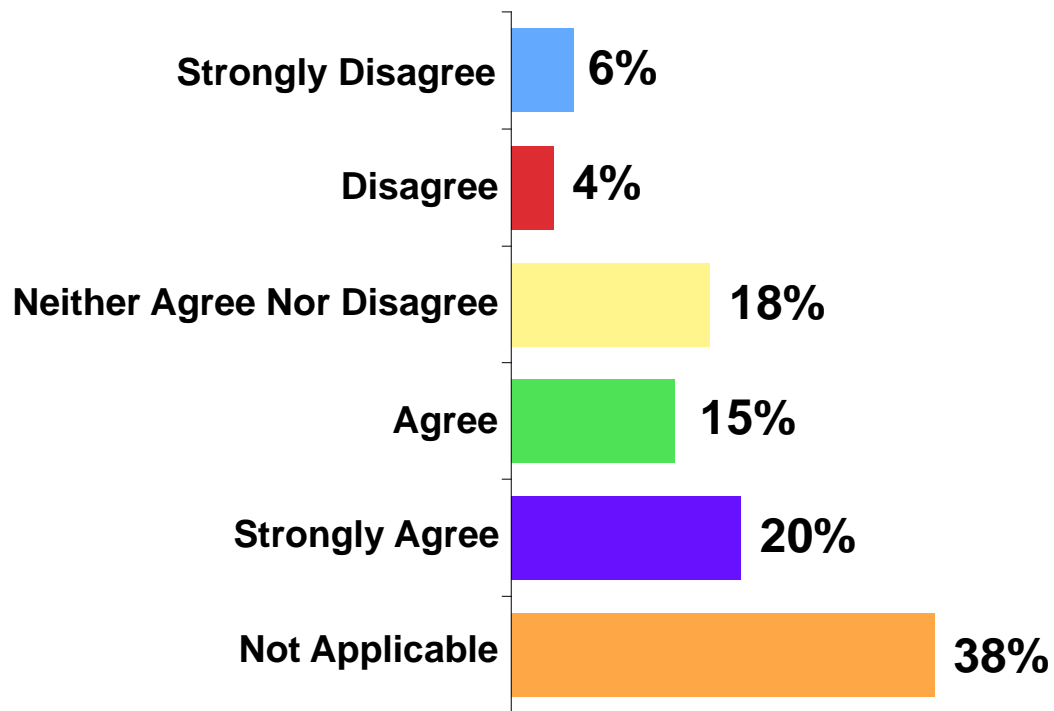
Graph 8. I was treated with courtesy and respect. (Question 7)



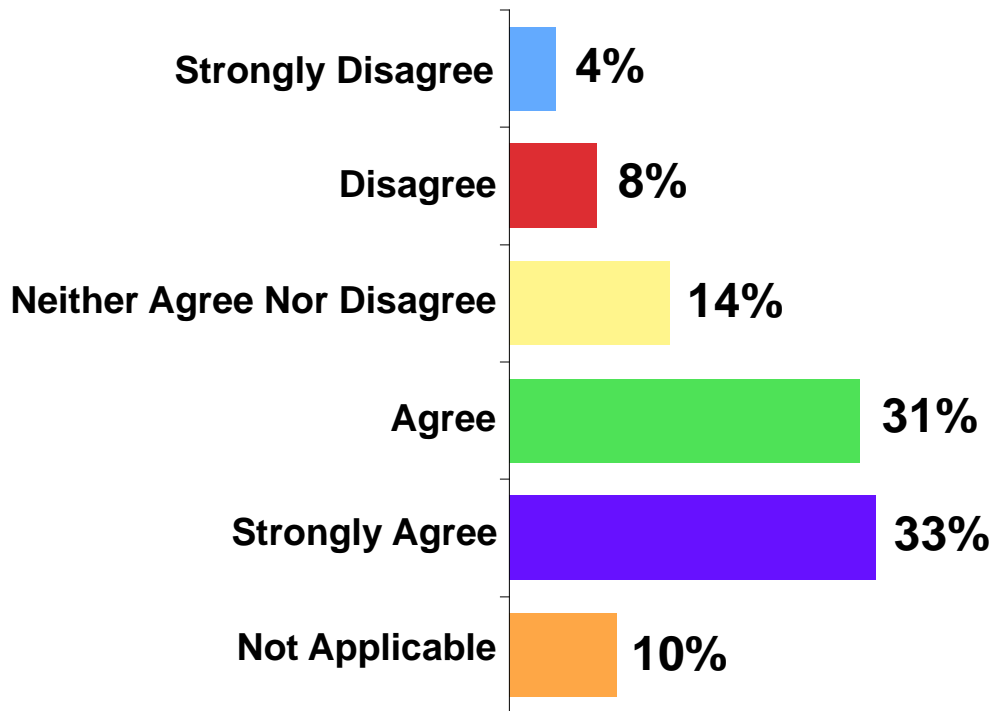
Graph 9. I easily found the courtroom or office I needed. (Question 8)



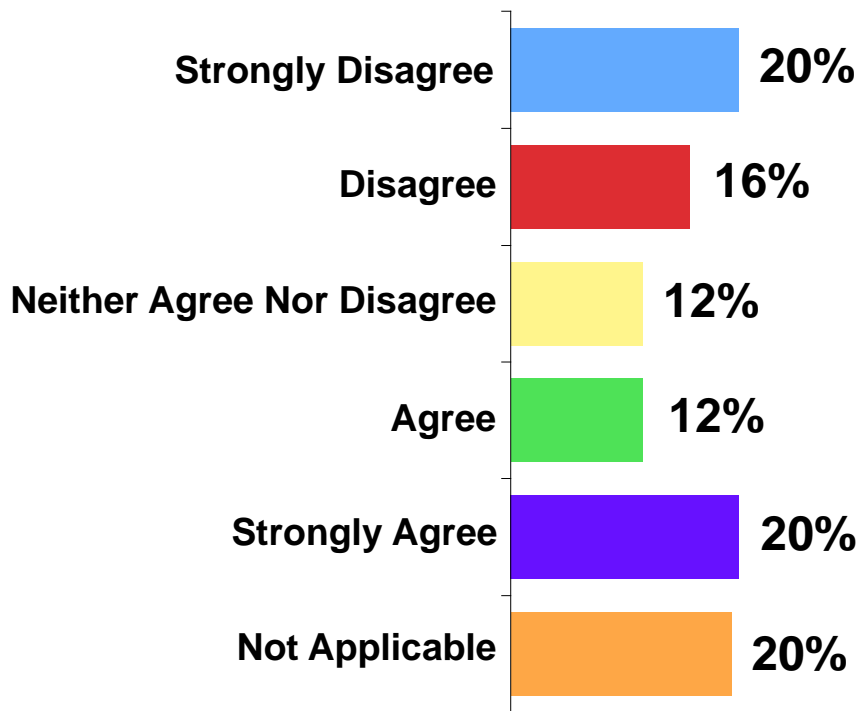
Graph 10. The court's Web site was useful. (Question 9)



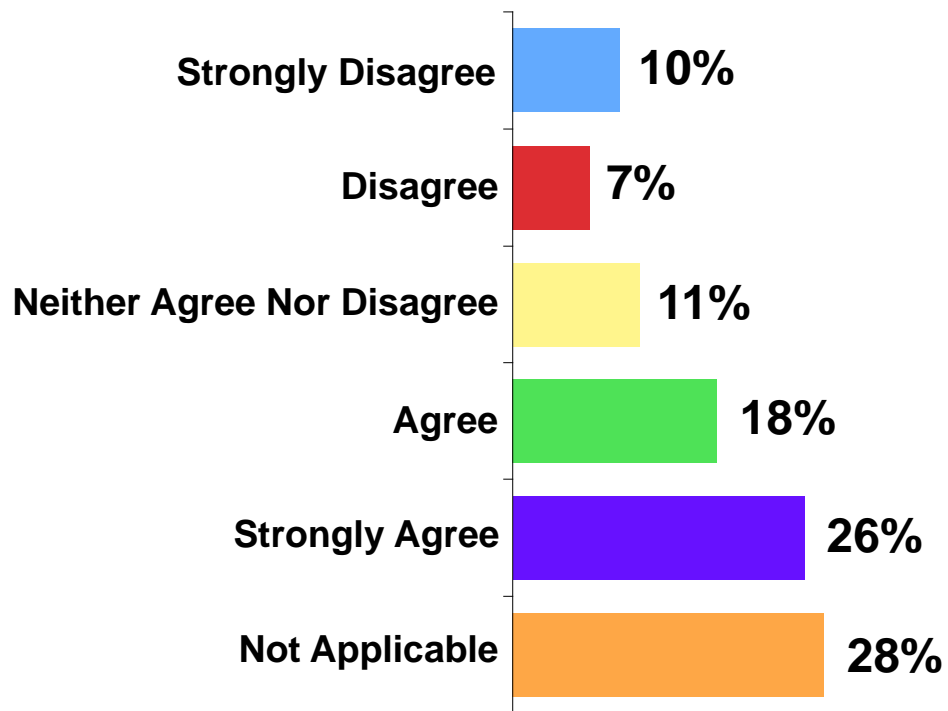
**Graph 11. The court's hours of operation made it easy for me to do my business.
(Question 10)**



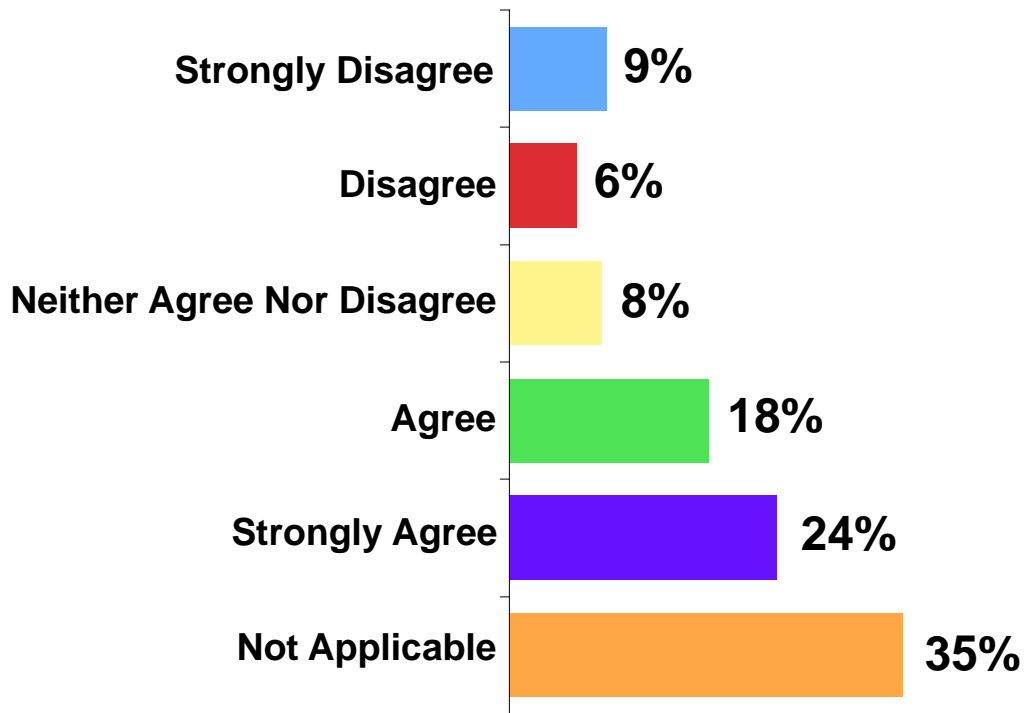
Graph 12. I was able to readily find parking. (Question 11)



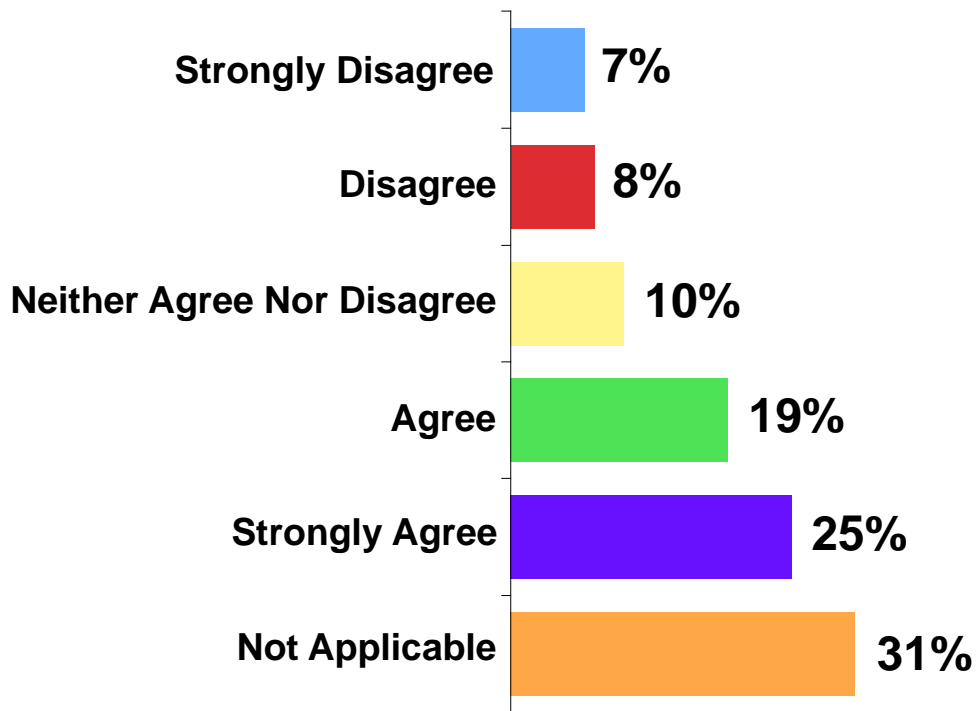
Graph 13. The way my case was handled was fair. (Question 12)



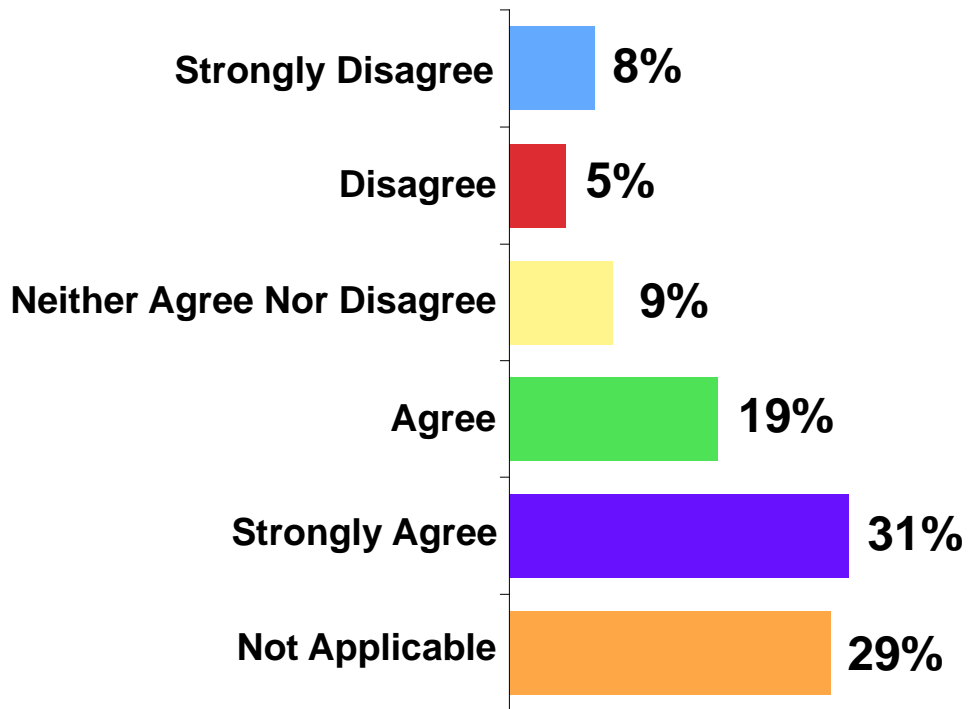
Graph 14. The judge listened to my side of the story before he or she made a decision. (Question 13)



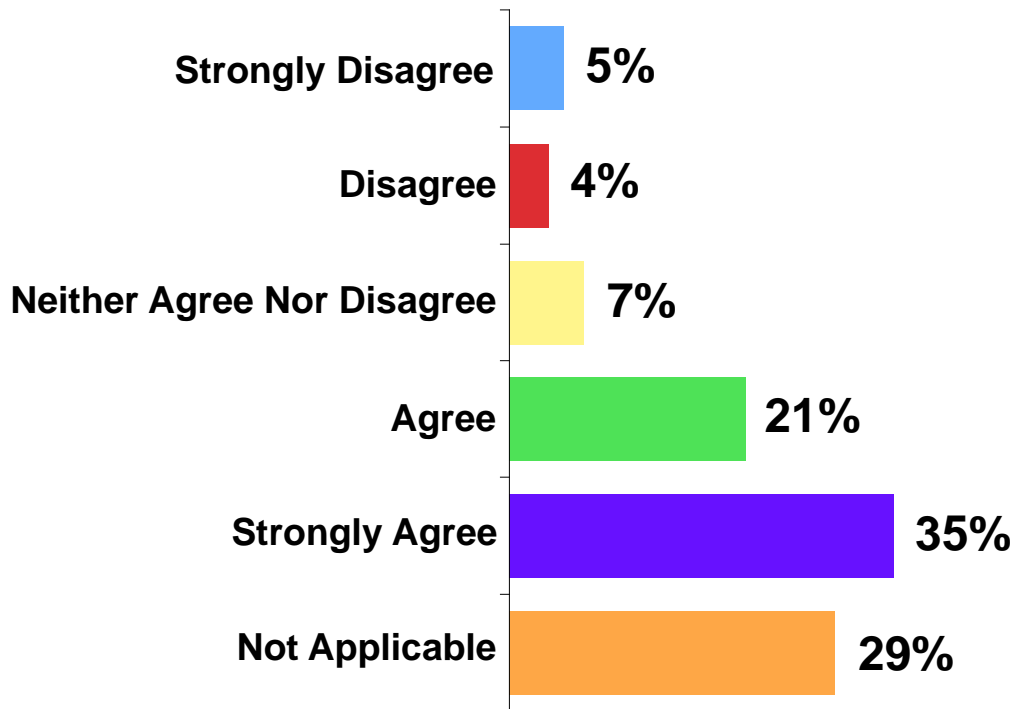
Graph 15. The judge had the information necessary to make decisions about my case. (Question 14)



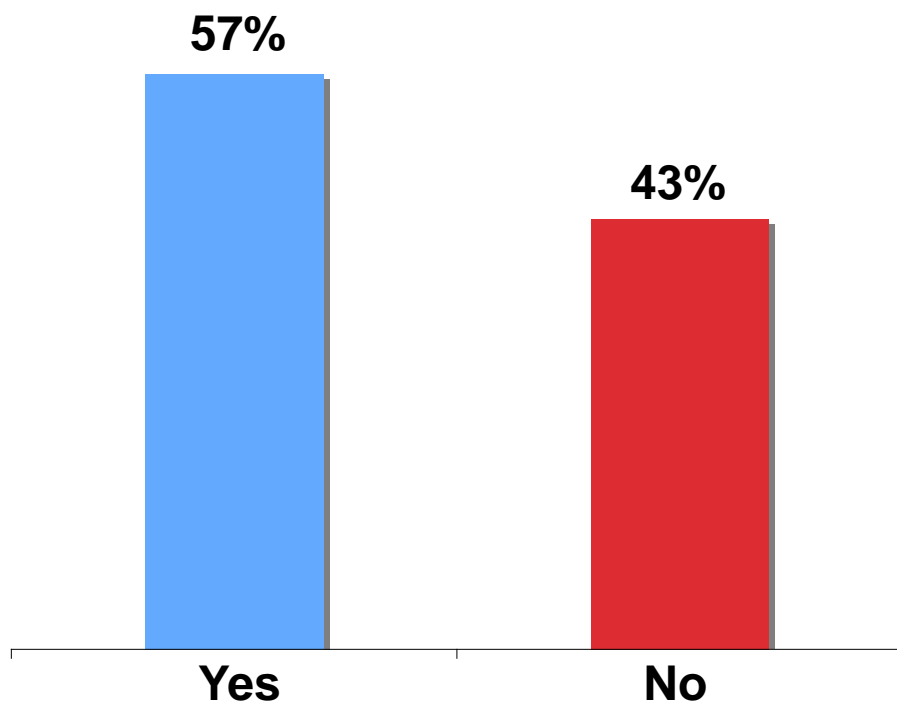
Graph 16. I was treated the same as everyone else. (Question 15)



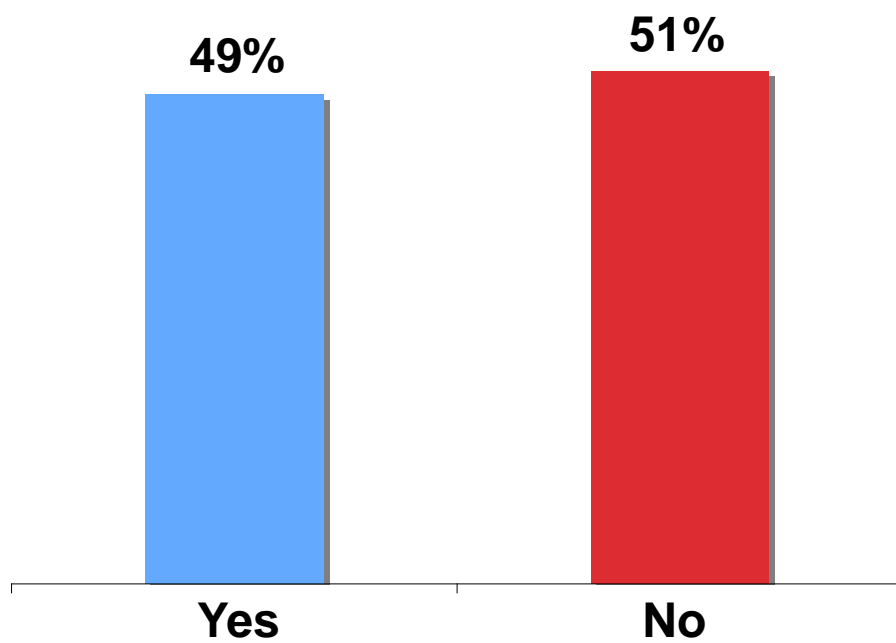
**Graph 17. As I leave the court, I know what to do next about my case.
(Question 16)**



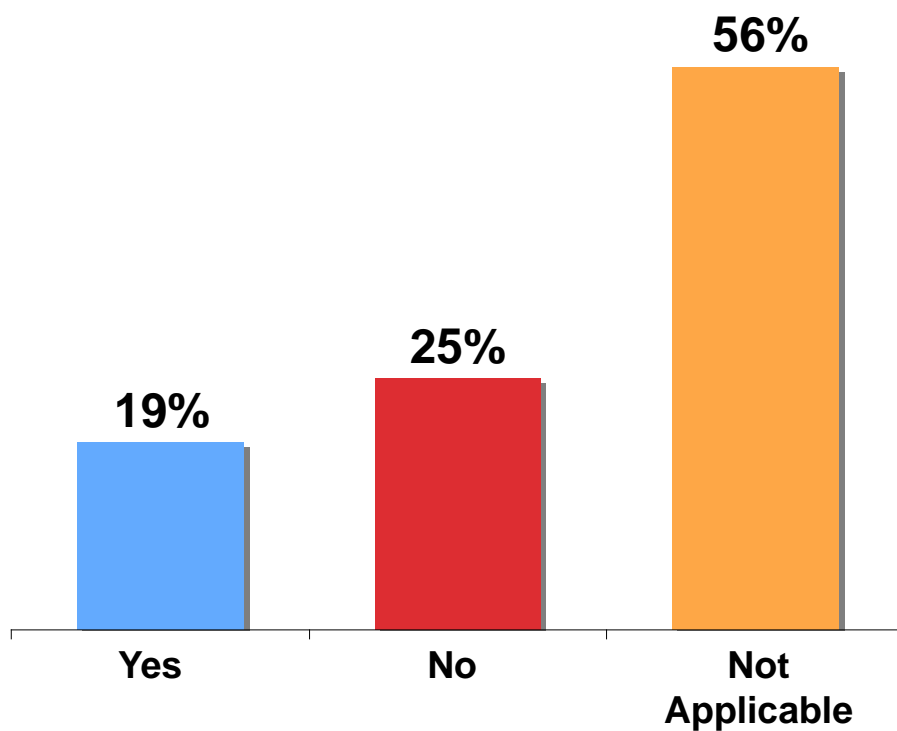
**Graph 18. Did you need to take time off from work to attend court?
(Question 17)**



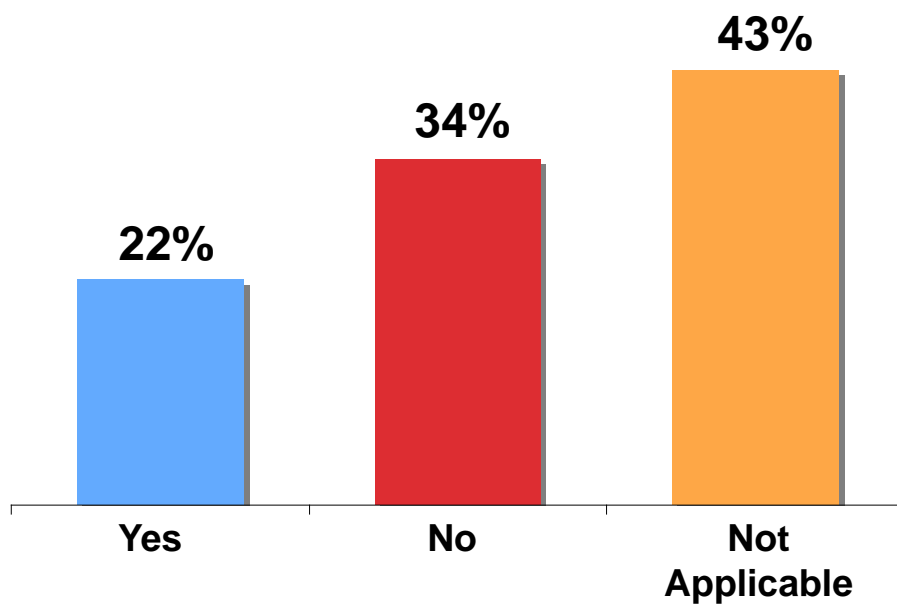
Graph 19. Did you receive a ruling in a court case today? (Question 18)



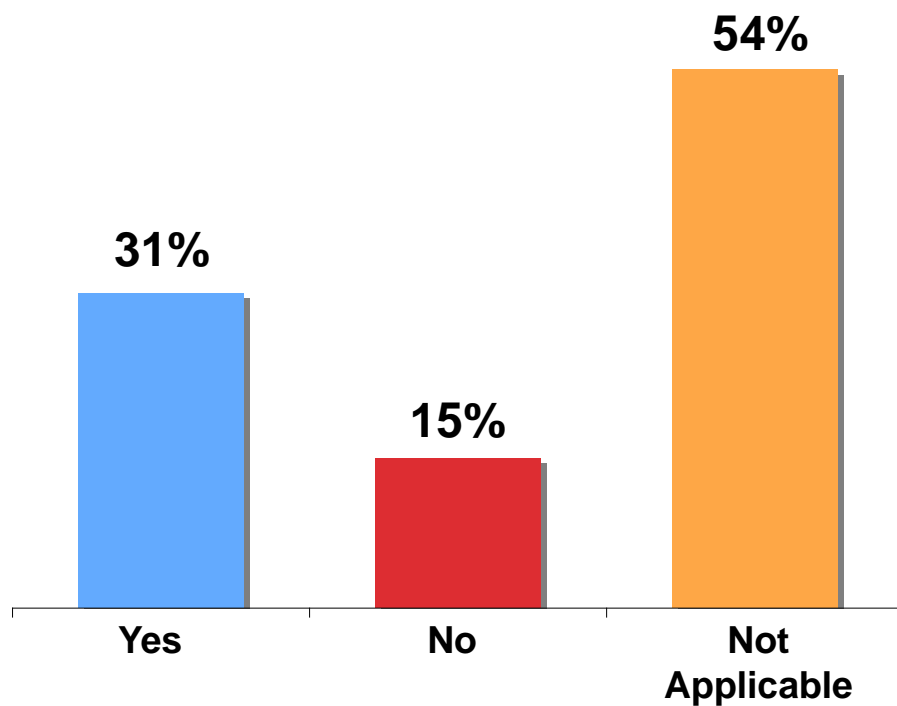
Graph 20. If you received a ruling, was the ruling favorable? (Question 19)



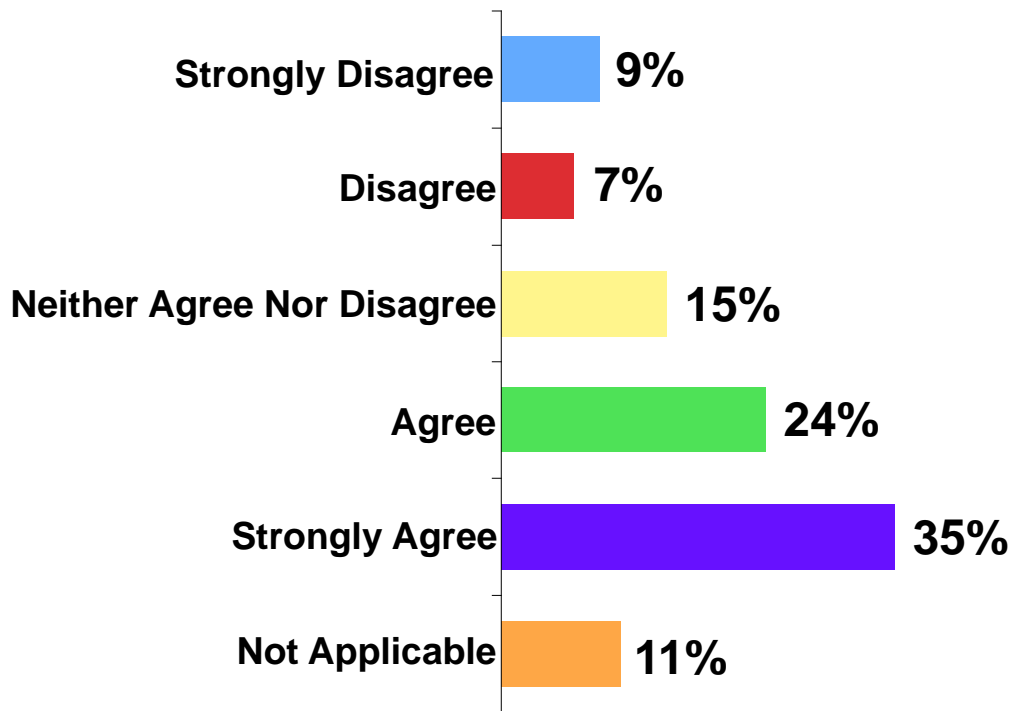
Graph 21. Did you have legal representation in a court case today?
(Question 20)



Graph 22. Did you have a protection order advocate for your case?
(Question 21)



Graph 23. Overall, I feel good about my court experience today. (Question 22)



Section Two:

Overall Court Satisfaction and Its Relationship To Demographic and Court Related Variables

**Table 1. Percentage of Overall Court Satisfaction by Court Level
(Numbers in Parentheses).**

	Superior Court (52)	District Court (27)
Strongly Disagree	13.5% (7)	3.7% (1)
Disagree	5.8% (3)	7.4% (2)
Neither Agree nor Disagree	19.2% (10)	18.5% (5)
Agree	19.2% (10)	29.6% (8)
Strongly Agree	30.8% (16)	25.9% (7)
Not Applicable	11.5% (6)	14.8% (4)

NOTE: Columns total to 100%, but may vary due to rounding.

Table 2. Percentage of Overall Court Satisfaction by Time Off From Work (Numbers in Parentheses).

	Time Off Work (135)	No Time Off Work (80)
Strongly Disagree	11.1% (15)	5.5% (4)
Disagree	7.4% (10)	5.0% (4)
Neither Agree nor Disagree	11.9% (16)	11.9% (16)
Agree	24.4% (33)	2.4% (16)
Strongly Agree	37.8% (51)	33.6% (25)
Not Applicable	7.4% (10)	16.3% (13)

NOTE: Columns total to 100%, but may vary due to rounding.

Table 3. Percentage of Overall Court Satisfaction by Distance from the Court In Miles (Numbers in Parentheses).

	Less Than 5 (24)	Between 5 and 10 (27)	Between 10 and 20 (35)	More Than 20 (35)
Strongly Disagree	0.0% (0)	7.4% (2)	5.7% (2)	11.4% (4)
Disagree	4.2% (1)	7.4% (2)	5.7% (2)	0.0% (0)
Neither Agree nor Disagree	12.5% (3)	18.5% (5)	17.1% (6)	8.6% (3)
Agree	20.8% (5)	22.2% (6)	37.1% (13)	28.6% (10)
Strongly Agree	45.8% (11)	37.0% (10)	31.4% (11)	42.9% (15)
Not Applicable	16.7% (4)	7.4% (2)	2.9% (1)	8.6% (3)

NOTE: Columns total to 100%, but may vary due to rounding.

Table 4. Percentage of Overall Court Satisfaction by Transportation To Court (Numbers in Parentheses).

	Other* (119)	Drove Self (96)
Strongly Disagree	10.1% (12)	7.3% (7)
Disagree	7.6% (9)	5.2% (5)
Neither Agree nor Disagree	15.1% (18)	14.6% (14)
Agree	23.5% (28)	24.0% (23)
Strongly Agree	28.6% (34)	43.8% (42)
Not Applicable	15.1% (18)	5.2% (5)

NOTE: Columns total to 100%, but may vary due to rounding.

* Other included carpool, bus, other public transportation, and other.

Table 5. Percentage of Overall Court Satisfaction by Race (Numbers in Parentheses).

	White (123)	Non White* (92)
Strongly Disagree	12.2% (15)	4.3% (4)
Disagree	8.9% (11)	3.3% (3)
Neither Agree nor Disagree	14.6% (18)	15.2% (14)
Agree	19.5% (24)	29.3% (27)
Strongly Agree	32.5% (40)	39.1% (36)
Not Applicable	12.2% (15)	8.7% (8)

NOTE: Columns total to 100%, but may vary due to rounding.

* Non White included American Indian/Alaska Native, Asian, Black/African American, Hispanic/Latino, Native Hawaiian/Pacific Islander, Mixed Race, and Other.

Table 6. Percentage of Overall Court Satisfaction by County of Residence (Numbers in Parentheses).

	Other County* (52)	King County (163)
Strongly Disagree	17.3% (9)	6.1% (10)
Disagree	5.8% (3)	6.7% (11)
Neither Agree nor Disagree	19.2% (10)	13.5% (22)
Agree	17.3% (9)	25.8% (42)
Strongly Agree	32.7% (17)	36.2% (59)
Not Applicable	7.7% (4)	11.7% (19)

NOTE: Columns total to 100%, but may vary due to rounding.

* Other County included Kitsap County, Pierce County, Snohomish County, Thurston County, and Other Counties.

**Table 7. Percentage of Overall Court Satisfaction by Marital Status
(Numbers in Parentheses).**

	Other* (96)	Married (63)	Divorced (56)
Strongly Disagree	9.4% (9)	6.3% (4)	10.7% (6)
Disagree	5.2% (5)	3.2% (2)	12.5% (7)
Neither Agree nor Disagree	16.7% (16)	15.9% (10)	10.7% (6)
Agree	20.8% (20)	30.2% (19)	21.4% (12)
Strongly Agree	32.3% (31)	39.7% (25)	35.7% (20)
Not Applicable	15.6% (15)	4.8% (3)	8.9% (5)

NOTE: Columns total to 100%, but may vary due to rounding.

* Other included Unmarried, Cohabiting, Widow/Widower.

Table 8. Percentage of Overall Court Satisfaction by Educational Level (Numbers in Parentheses).

	No College Degree* (139)	College Degree (76)
Strongly Disagree	11.5% (16)	3.9% (3)
Disagree	7.2% (10)	5.3% (4)
Neither Agree nor Disagree	13.7% (19)	17.1% (13)
Agree	21.6% (30)	27.6% (21)
Strongly Agree	35.3% (49)	35.5% (27)
Not Applicable	10.8% (15)	10.5% (8)

NOTE: Columns total to 100%, but may vary due to rounding.

* No College Degree included Less Than High School, High School Graduate, Some College/Associate Degree.

Table 9. Percentage of Overall Court Satisfaction by Employment Status (Numbers in Parentheses).

	Other* (68)	Employed (109)	Unemployed (38)
Strongly Disagree	16.2% (11)	5.5% (6)	5.3% (2)
Disagree	4.4% (3)	7.3% (8)	7.9% (3)
Neither Agree nor Disagree	19.1% (13)	13.8% (15)	10.5% (4)
Agree	22.1% (15)	26.6% (29)	18.4% (7)
Strongly Agree	33.8% (23)	33.9% (37)	42.1% (16)
Not Applicable	4.4% (3)	12.8% (14)	15.8% (6)

NOTE: Columns total to 100%, but may vary due to rounding.

* Other Employment Status included Full-Time Student and Retired.

**Table 10. Percentage of Overall Court Satisfaction by Income Level[†]
(Numbers in Parentheses).**

	\$0 to \$59,999 (93)	\$60,000 and Above (62)
Strongly Disagree	10.8% (10)	4.8% (3)
Disagree	6.5% (6)	6.5% (4)
Neither Agree nor Disagree	11.8% (11)	16.1% (10)
Agree	22.6% (21)	27.4% (17)
Strongly Agree	38.7% (36)	37.1% (23)
Not Applicable	9.7% (9)	8.1% (5)

NOTE: Columns total to 100%, but may vary due to rounding.

[†] Income level based on the annual median household income of \$61,786 for 2008 for the Seattle area.

Table 11. Percentage of Overall Court Satisfaction by Age (Numbers in Parentheses).

	Under 35 Years (61)	35 Years and Above (91)
Strongly Disagree	6.6% (4)	8.8% (8)
Disagree	8.2% (5)	3.3% (3)
Neither Agree nor Disagree	13.1% (8)	14.3% (13)
Agree	18.0% (11)	30.8% (28)
Strongly Agree	37.7% (23)	33.0% (30)
Not Applicable	14.4% (10)	9.9% (9)

NOTE: Columns total to 100%, but may vary due to rounding.

**Table 12. Percentage of Overall Court Satisfaction by Gender
(Numbers in Parentheses).**

	Female (75)	Male (91)
Strongly Disagree	8.0% (6)	5.5% (5)
Disagree	6.7% (5)	4.4% (4)
Neither Agree nor Disagree	13.3% (10)	15.4% (14)
Agree	25.3% (19)	24.2% (22)
Strongly Agree	37.3% (28)	37.4% (34)
Not Applicable	9.3% (7)	13.2% (12)

NOTE: Columns total to 100%, but may vary due to rounding.

Table 13. Percentage of Overall Court Satisfaction by Time Spent At Court (Numbers in Parentheses).

	Other (61)	Regular Intervals (91)
Strongly Disagree	4.0% (5)	17.5% (14)
Disagree	6.4% (8)	6.3% (5)
Neither Agree nor Disagree	16.8% (21)	13.8% (11)
Agree	20.0% (25)	31.3% (25)
Strongly Agree	40.0% (50)	28.8% (23)
Not Applicable	12.8% (16)	2.5% (2)

NOTE: Columns total to 100%, but may vary due to rounding.

* Other included First Time, Once A Year, Twice A Year, and More Than Twice A Year.

Table 14. Percentage of Overall Court Satisfaction by Ruling in a Court Case (Numbers in Parentheses).

	Ruling No (134)	Ruling Yes (62)
Strongly Disagree	10.4% (14)	8.1% (5)
Disagree	7.5% (10)	4.8% (3)
Neither Agree nor Disagree	14.9% (20)	17.7% (11)
Agree	23.9% (32)	24.2% (15)
Strongly Agree	32.8% (44)	41.9% (26)
Not Applicable	10.4% (14)	3.2% (2)

NOTE: Columns total to 100%, but may vary due to rounding.

Table 15. Percentage of Overall Court Satisfaction by Favorable Ruling in a Court Case (Numbers in Parentheses).

	Favorable No (40)	Favorable Yes (54)
Strongly Disagree	27.5% (11)	0.0% (0)
Disagree	7.5% (3)	5.6% (3)
Neither Agree nor Disagree	17.5% (7)	16.7% (9)
Agree	17.5% (7)	27.8% (15)
Strongly Agree	20.0% (8)	50.0% (27)
Not Applicable	10.0% (4)	0.0% (0)

NOTE: Columns total to 100%, but may vary due to rounding.

Table 16. Percentage of Overall Court Satisfaction by Legal Representation (Numbers in Parentheses).

	Representation No (44)	Representation Yes (75)
Strongly Disagree	18.2% (8)	12.0% (9)
Disagree	11.4% (5)	8.0% (6)
Neither Agree nor Disagree	27.3% (12)	10.7% (8)
Agree	15.9% (7)	33.3% (25)
Strongly Agree	27.3% (12)	30.7% (23)
Not Applicable	0.0% (0)	5.3% (4)

NOTE: Columns total to 100%, but may vary due to rounding.

Table 17. Percentage of Overall Court Satisfaction by Protection Order Advocate Representative (Numbers in Parentheses).

	Advocate No (64)	Advocate Yes (28)
Strongly Disagree	14.1% (9)	10.7% (3)
Disagree	9.4% (6)	7.1% (2)
Neither Agree nor Disagree	21.9% (14)	0.0% (0)
Agree	26.6% (17)	35.7% (10)
Strongly Agree	25.0% (16)	39.3% (11)
Not Applicable	3.1% (2)	7.1% (2)

NOTE: Columns total to 100%, but may vary due to rounding.

Section Three:

Analysis and Interpretation of Survey Data

FINDINGS

The following findings represent the entire sample. For more detail about each category of responses, see the referenced chart, graph or table.

Sample Demographics

The majority of the 317 survey respondents were from the King County Courthouse (54%), followed by the Maleng Regional Justice Center (36%), and the fewest survey respondents were from the Youth Services Center-Juvenile Court (10%) (Chart 1).

Greater than half the sample, 64%, visited the Superior Court, and the remainder, 36%, visited the District Court (Chart 2). Clients of the court (i.e., individuals that visit the court to conduct court business) were equally likely to be either a plaintiff/petitioner (20%), a defendant/respondent (22%), or an attorney representing a client (29%). A small portion of clients visiting the court were in the category of either law enforcement/probation/social service staff (4%) or Other (4%) (Chart 3). The bulk of respondents were in court for traffic related matters (30%) and clients visiting the court for matters related to juveniles and divorce/child custody/support were about equal (18% and 17%, respectively) (Chart 4). Fifteen percent of the sample reported they were in court for a civil matter (Chart 4).

Appearing for a hearing or trial (35%) or Other court business (32%) were the most reported reasons for being at court. The least reported reasons for being at court were to make a payment (1%) and appear as a witness (5%) (Chart 5).

Most court clients reported that they appear at court at regularly scheduled times (41%). Sixteen percent reported that this was their first time at the courthouse, 23% reported that they are at court once a year, 6% were at court twice a year, and 14% were at court more than twice a year (Chart 6).

Regarding transportation to the court, more than half the sample (55%) drove themselves to the court, 11% carpooled, 19% arrived by bus, 2% used other public transportation, and 13% used an alternate mode of transportation not included as a response item (Chart 7).

Travel distances to the court were somewhat uniform. Thirty-one percent of the sample traveled less than 5 miles to the court, 22% traveled between 5 and 10 miles, 24% traveled between 10 and 20 miles, and 22% traveled more than 20 miles to the court (Chart 8). The median distance to the court was 10 miles. The mean distance to the court was 27.4 miles with a standard deviation of 141.2 miles.

Fifty-six percent of court clients reported their race/ethnicity as White/Caucasian, and the next largest percentage, at 22%, were Black/African-American. Native Hawaiian/Pacific Islander clients were 1% of the sample, American Indian/Alaska Native were 2%, Asians were 4%, Hispanic or Latino clients were 5%, mixed-race clients comprised 8%, and Other Race was 3% of the sample (Chart 9).

Those visiting the court were overwhelmingly from King County (90%), the next largest category was 4% from Snohomish County and 4% from Thurston County. Residents from Pierce County were 0.9% of the sample, and Other County was about 0.1% of the sample (Chart 10).

Court clients were equally split in their employment status among employed and unemployed, comprising 45% and 44% of the sample, respectively. Seven percent reported that they were a full-time student, and the remaining 5% were retired (Chart 11).

In regards to gender, females were 47% and males were 53% of the sample (Chart 12).

Marital status was another demographic factor of interest. More than one-third of the clients (38%) reported that they were married, and almost one-third (31%) reported being divorced. Unmarried clients were 18% of the sample, cohabitating couples were 10%, and widow/widowers were 2% of the sample (Chart 13).

In regards to age, the original question asks respondents to list their actual age (in years), however for this report, the court clients were placed in age categories for a more meaningful interpretation of the age measure. Thus, the largest age range was 35 to 44 years, at 24%, followed by 45 to 54 years (18%), 25 to 36 years (17%), 55 to 64 years (15%), 18 to 24 years (12%), less than 18 years (10%), and 65 years and over (4%) (Chart 14). The median age of the sample was 39 years. The mean age was 38.8 years, with a standard deviation of 15.13 years.

Twenty-eight percent of the sample reported their education level as some college/associates degree, followed by high school graduate (19%). Seventeen percent reported having a master's/professional degree, 14% reported a bachelor's degree, 12% reported less than a high school education, and 11% of the sample reported having a doctorate degree (Chart 15).

There were several categories of annual household income. The sample reported almost equal percents in both the lowest category (\$10,000 or less) and the highest category (\$90,000 or more), with 22% and 25%, respectively. Reported annual household income in the range of \$10,000 to \$19,999, and the range of \$50,000 to \$59,999 were each 9% of the sample. Another pair of ranges that showed equal percentages was \$20,000 to \$29,999 and \$30,000 to \$39,999, each were 7% of the sample. The next three ranges, \$40,000 to 49,999, \$60,000 to \$69,999, and \$70,000 to \$79,999 comprised 8%, 6%, and 5% of the sample, respectively. The final income range, \$80,000 to \$89,999 was 1% of the sample (Chart 16).

Court Access and Fairness

The main purpose of the survey was to gather information from court clients (i.e., individuals that visit the court to conduct court business) on their perceptions of court

access and fairness. Six response categories were created to capture the court experience as it related to the question presented: (1) strongly disagree, (2) disagree, (3) neither agree nor disagree, (4) agree, (5) strongly agree, and (6) not applicable. Minimum and maximum response percentages are presented in Graph 1. The response category of strongly agree captured the highest percentage of agreement from the sample with 61%, whereas strongly disagree and not applicable captured the lowest percentage of agreement from the sample at 2% each. For example, 61% of the sample strongly agreed with **Question 1**, Finding the court was easy (see Graph 2).

Question 2: The forms I needed were clear and easy to understand. Twenty-eight percent of the sample agreed with this question and 28% of the sample strongly agreed with this question. Only 11% disagreed, and 4% strongly disagreed (Graph 3).

Question 3: I felt safe in the courthouse. Fifty-six percent of respondents strongly agreed with this question, and 28% agreed. Both strongly disagree and disagree had support for 4% of respondents (Graph 4).

Question 4: The court makes reasonable efforts to remove physical and language barriers to service. Thirty-five percent of the sample strongly agreed with this statement, and 28% agreed. Strongly disagree and disagree had support for 2% and 3% of respondents, respectively (Graph 5).

Question 5: I was able to get my court business done in a reasonable amount of time. Thirty-two percent of the sample strongly agreed with this statement, and 28% agreed. Strongly disagree and disagree had support for 9% and 11% of respondents, respectively (Graph 6).

Question 6: Court staff paid attention to my needs. Forty-two percent of the sample strongly agreed with this statement, and 29% agreed. Strongly disagree and disagree had support for 5% and 6% of respondents, respectively (Graph 7).

Question 7: I was treated with courtesy and respect. Fifty-two percent of the sample strongly agreed with this statement, and 29% agreed. Strongly disagree and disagree had support for 3% and 6% of respondents, respectively (Graph 8).

Question 8: I easily found the courtroom or office I needed. Forty-eight percent of the sample strongly agreed with this statement, and 29% agreed. Strongly disagree and disagree had support for 3% and 8% of respondents, respectively (Graph 9).

Question 9: The court's Web site was useful. Twenty percent of the sample strongly agreed with this statement, and 15% agreed. Strongly disagree and disagree had support for 6% and 4% of respondents, respectively. In addition, over one-third (38%) responded that the statement did not apply (Graph 10).

Question 10: The court's hours of operation made it easy for me to do my business. Both strongly agree and agree were similar in response, at 33% and 31% respectively, and strongly disagree and disagree had support for 4% and 8% of respondents, respectively (Graph 11).

Question 11: I was able to readily find parking. There was an even three-way split among those in the sample who strongly agreed, strongly disagreed, and stated that the statement was not applicable, all with 20%. Likewise, agree and neither agree nor disagree were evenly split with 12% each. Sixteen percent of the sample disagreed with this statement (Graph 12).

Question 12: The way my case was handled was fair. Twenty-six percent of the sample strongly agreed with this statement, and 18% agreed. Strongly disagree and disagree had support for 10% and 3% of respondents, respectively. Not applicable garnered 28% agreement (Graph 13).

Question 13: The judge listened to my side of the story before he or she made a decision. Twenty-four percent of the sample strongly agreed with this statement, and 18% agreed. Strongly disagree and disagree had support for 9% and 6% of respondents, respectively. Not applicable garnered 35% agreement (Graph 14).

Question 14: The judge had the information necessary to make decisions about my case. Twenty-five percent of the sample strongly agreed with this statement, and 19% agreed. Strongly disagree and disagree had support for 7% and 8% of respondents, respectively. Not applicable garnered 31% agreement (Graph 15).

Question 15: I was treated the same as everyone else. Thirty-one percent of the sample strongly agreed with this statement, and 19% agreed. Strongly disagree and disagree had support for 8% and 5% of respondents, respectively. Not applicable garnered 29% agreement (Graph 16).

Question 16: As I leave the court, I know what to do next about my case. Thirty-five percent of the sample strongly agreed with this statement, and 21% agreed. Strongly disagree and disagree had support for 5% and 4% of respondents, respectively. Not applicable garnered 29% agreement (Graph 17).

Question 17: Did you need to take time off from work to attend court? Fifty-seven percent of the sample responded yes to this statement, and 43% responded no (Graph 18).

Question 18: Did you receive a ruling in a court case today? Forty-nine percent of the sample responded “yes” to this statement, and 51% responded “no” (Graph 19).

Question 19: If you received a ruling, was the ruling favorable? Nineteen percent of the sample responded “yes” to this statement, and 25% responded “no”. In addition, 56% responded with not applicable (Graph 20).

Question 20: Did you have legal representation in a court case today? Twenty-two percent of the sample responded “yes” to this statement, and 34% responded “no”. In addition, 43% responded with not applicable (Graph 21).

Question 21. Did you have a protection order advocate for your case? Thirty-one percent of the sample responded “yes” to this statement, and 15% responded “no”. In addition, 54% responded with not applicable (Graph 22).

Question 22. Overall, I feel good about my court experience today. Thirty-five percent of the sample strongly agreed with this statement, and 24% agreed. Strongly disagree and disagree had support for 9% and 7% of respondents, respectively (Graph 13).

The Relationships Between Overall Court Satisfaction and Demographic and Other Court Factors

Additional analyses were conducted to see if there were any relationships between demographic variables and other court related measures that might affect overall court satisfaction (i.e. Question 22) among survey respondents. Given the number of relationships possible, not all relationships between overall court satisfaction and demographic and other court factors are included in this report, however relationships that are seen as having the most impact on overall satisfaction, as suggested by the research literature, are presented.

Court Level. There were some differences in the percentages of respondents from the Superior Court or District Court in their overall level of court satisfaction (see Table 1). In the category of strongly agree, those visiting Superior Court had a higher percentage of agreement than those visiting District Court (30.8% versus 25.9%) in their good feeling about their court experience. The agree category showed a difference as well between Superior and District Courts (19.2% versus 29.6%, respectively). Those visiting Superior Court reported less overall agreement with satisfaction with the court as reflected in the strongly disagree category than those visiting District Court (13.5% versus 3.7%).

Time Off Work. The major difference in the responses between those who took time off from work and those who did not is in the agree category, where 24.4% of those who took time off work agree that they were satisfied with their overall court experience, and only 2.4% of those who took no time off work agree that they were satisfied with their overall court experience (Table 2). However, those who took no time off from work reported a similar percentage of satisfaction in the strongly agree category (37.8%) compared to those who did not take time off from work (33.6%).

Distance From Court. The interesting pattern seen in the item related to distance from the court indicates that those who traveled less than 5 miles and those that traveled more than 20 miles have similar agreement in the strongly agree category, with 45.8% and 42.9%, respectively (Table 3).

Transportation. When comparing those who drove themselves to the court with those utilizing other transportation, it was found that 43.8% of those who drove themselves strongly agreed that they felt good about their court experience, compared to 28.6% who took other transportation (Table 4).

Race/Ethnicity. Both Whites and Non-Whites were somewhat similar in their overall court satisfaction, with 32.5% and 39.1%, respectively, in the category of strongly agree (Table 5). However, Non-Whites reported a greater percentage in the agree category (29.3% versus 19.5%). Also, Whites were reported less overall agreement with satisfaction with the court as reflected in the strongly disagree category than Non-Whites (12.2% versus 4.3%).

County of Residence. Although the overwhelming majority of survey respondents were from King County (90%), there was not much difference in those who strongly agreed that they felt good about their overall court experience (King County residents with 36.2% versus Other Counties with 32.7%) (see Table 6). Non King County residents reported less overall agreement with satisfaction with the court as reflected in the strongly disagree category than King County residents (17.3% versus 6.1%).

Marital Status. For strongly agree, married, divorced, and other (i.e., unmarried, cohabitating, and widow/widower) had somewhat similar percentages with married respondents slightly higher in their overall court experiences (Table 7). Additionally, married respondents reported a higher percentage in the agree category (30.2%) compared to other (20.8%) and divorced (21.4%).

Educational Level. In the category of strongly agree, there was no difference between those without a college degree (35.3%) and those with a college degree (35.5%) in their good feeling about their court experience (Table 8). The agree category showed a slight difference between no college degree and college degree (21.6% versus 27.6%). Those without a college degree residents reported less overall agreement with satisfaction with the court as reflected in the strongly disagree category than college graduates (11.5% versus 3.9%).

Employment Status. For strongly agree, employed and other (i.e., full-time student and retired) were essentially the same percentage in agreement with feeling good about their court experience (33.8% and 33.9%, respectively) (Table 9). Those who were unemployed, however, showed a greater percent in the strongly agree category, with 42.1%. In the agree category, employed and other were somewhat similar, at 26.6% and 22.1% respectively, but those who were employed, only 18.4% agreed with the statement.

Income Level. There were several income categories presented in the survey, however, for this analysis, income was dichotomized to reflect the original categories that were either below or above the annual median household income of \$61,786 for 2008 for the Seattle area (Table 10). In general, there were no strong differences in response categories based on income, however, in the strongly disagree category, those below the annual median household income reported less overall agreement with satisfaction with the court than those above the annual median household income (10.8% versus 4.8%).

Age. Respondents were asked to provide their exact age (in years), however this variable was dichotomized into under 35 years and 35 years and above. In the category

of strongly agree, there was a slight difference between those under 35 years of age (37.7%) and those 35 years and above (33.0%) in their good feeling about their court experience (Table 11). The agree category showed a more visible difference between under 35 years and 35 years and above (18.0% versus 30.8%).

Gender. There were no visible differences across categories of agreement on the issue of feeling good about one's court experience (Table 12). Thus, it appears that gender did not have an impact on one's good feeling about their court experience.

Court Time. In the category of strongly agree, there was a difference between those that spent regular intervals at the court compared to other visitors (i.e., first time, once a year, twice a year, and more than twice a year) in their good feeling about their court experience (28.8% versus 40.0%, respectively) (Table 13). In the agree category, court regulars reported a higher percentage of agreement (31.3%) compared to non-regulars (20.0%). Also, in the strongly disagree category, court regulars reported a higher percentage of less of a good feeling with their court experience (17.5%) compared to non-regulars (4.0%).

Ruling In A Court Case. There was a difference in the strongly agree category, showing that those who had no ruling in their case had a lower percentage of agreement in their good feeling about their court experience than those who had a ruling (32.8% versus 41.9%, respectively) (Table 14). Excluding the not applicable category, the other categories were somewhat similar in percentages on level of satisfaction with the court.

Favorable Case Ruling. For those who had a ruling that was favorable, there was a much greater percentage that strongly agreed with having a good feeling about their court experience (50.0%) compared to those that had an unfavorable court ruling (20.0%) (Table 15). In the agree category, the differences were not as severe for those with a favorable court ruling (27.8%) versus an unfavorable court ruling (17.5%). In the strongly disagree category, those with unfavorable rulings reported a much higher percentage of less of a good feeling with their court experience (27.5%) compared to those who had a favorable court ruling (0.0%).

Legal Representation. In the strongly agree category, those without legal representation reported a slightly less percentage a good feeling with their court experience (27.3%) compared to those with legal representation (30.7%) (Table 16). In the agree category, 33.3% of those with legal representation had a good feeling about their court experience, compared to 15.9% who did not have legal representation. Interestingly, in the neither agree nor disagree category, those with no legal representation were 27.3% compared to 10.7% for those with legal representation.

Protection Order Advocate Representative. Those with a protection order advocate showed a greater percentage in both the strongly agree and agree categories (39.3% and 35.7%, respectively), compared to the those without a protection order advocate (25.0% and 26.6%, respectively) (Table 17). In the neither agree nor disagree category, those without a protection order advocate 21.9% compared to 0.0% for those with a protection order advocate representative.

Summary of Findings

There were several factors that affected court satisfaction (i.e., having a good feeling about their court experience):

(1). It is not clear if time off from work affects overall court satisfaction, but the responses indicate that bulk of those who did not take time off from work and were satisfied with their court experience were in the strongly agree category.

(2). Distance from the court affected satisfaction among those who traveled the least (less than 5 miles) and the most (20 miles or more), showing that most strongly agreed that their court experience was good (45.8% and 42.9%, respectively).

(3). Transportation type had great effect on court satisfaction, as 43.8% of those who drove themselves strongly agreed that they were satisfied with their overall court experience.

(4). Age had some impact on overall court satisfaction in that the agree category had a greater percentage for those over 35 years of age (18.0% versus 30.8%) even though in the strongly agree category the groups were closer (those under 35 years of age reported 37.7% and those 35 years and above reported 33.0% in overall satisfaction).

(5). Those who are regularly at court report lower overall satisfaction than those who are not regular visitors.

(6). Having a court ruling did not affect court satisfaction as much as having a favorable ruling. Fifty percent of those with a favorable court ruling strongly agreed that they felt good about their overall court experience, compared to only 20% of those who had an unfavorable ruling. This relationship was the most significant in terms of overall satisfaction with the court.

(7). Finally, the differences between race categories, educational level, income level, gender, having a court ruling, having a protection order advocate and overall satisfaction with the court did not show any effect or the effect was mixed. For example, in the neither agree nor disagree category, those with no legal representation were 27.3% compared to 10.7% for those with legal representation, which may indicate that those with no legal representation are not sure about their level of court satisfaction.

The findings of in this report must be considered limited, given the size of the sample and the type of analyses. However, there are patterns in the data that suggest:

(1) Having a favorable court ruling affects overall satisfaction with the court; (2) Respondents are not sure about how having legal representation affects their satisfaction with court; (3) With 38% of those responding to the Web access item (Question 9) with not applicable, it seems that Web access to the court may not be available to all court clients; and (4) Survey questions related to fairness (Questions 12, 13, 14, 15 and 16) had nearly one-third (28% to 35%) who responded not applicable, which may indicate that court clients are not able to access issues related to fairness or they may not be able to access how to interpret the fairness of others (i.e., the judge).

Policy Implications and Future Research

There were three groups of graduate students that administered the survey at the three court sites, and each group encountered unique issues, and suggested policy implications and suggestions for future research.

King County Courthouse

Generally speaking people may have preconceived notions about their court experience prior to arriving for trial, a hearing or other business and there is little staff can do to rectify these feelings. Often civil and criminal matters find respondents, defendants, petitioners and witness's inconvenienced or otherwise exposed to unfavorable stressors (such as parking). This study does not evaluate well the mental status of the respondents prior to arriving at court. Similarly, as this study was requested to be completed upon leaving the court, the outcome of a respondent's trial may have a significant effect on their willingness to participate in the study as well as the responses given therein. Finally, this study was administered on a single day, but a broader sampling would have yielded results more easily generalized.

Overall, findings indicate that court personnel receive favorable ratings (e.g., attentiveness to peoples' needs, courtesy and respect), and the same for the court performance measures (e.g., form clarity/readability, court and its rooms/offices readily found, few if any physical/language barriers, utility of web site). Finally, for the most part the empirical findings, are complimentary to several of the needs areas previously acknowledged (e.g., increasing citizen involvement and participation; listening to the public's concerns and needs; and building efforts to help the public feel empowered and included in court handling of cases).

Juvenile Services (Juvenile Court)

Limitations

This study encountered many limitations with the survey and court settings at the Juvenile Court. Although having surveys in Spanish as well as English was helpful, a lack of surveys in other languages proved to be a limiting factor in receiving a diverse sample. Additionally, the Juvenile Court is smaller compared to King County Court and Kent's RJC Court. Therefore, there was a large volume of surveys not completed for this court. Some of the demographic information on the surveys was incomplete due to willful negligence or failure to realize that there was a second page. While instructed not to do so, over concerns of consent, some minors filled out the surveys themselves. Only parents or guardians of the minors were to fill them out based on their opinions or on the behalf of their children. Unfortunately, some of the minors who filled out a survey also provided false information such as lying about their income or age. These surveys were excluded from the study. A few parents and/or attorneys filled out demographics for the minor instead of themselves. Others recorded some demographics for themselves, such as income, or listed the age of their child instead of themselves. Both issues further added to the limitations with this analysis.

Difficulty arose in distinguishing between parents/guardians and the individuals who worked at the Juvenile Court. In order to gather more participants for the survey, surveys were also handed out in the Drug Court area of the Juvenile Detention facility. Upon arriving there, unfortunately, the Drug Court administrator was not informed that we would be handing out surveys, as he already had another researcher in that area administering surveys. However, the researcher who was conducting the study was offering monetary compensation for individuals that completed his surveys. Thus, it was apparent that more people were inclined to participate in the other study rather than in this research investigation. The competition from the other researcher greatly limited our number of participants.

Future Research

Future research on court satisfaction should include an array of different methods, such as a survey written in a multitude of languages to further a diverse and complete sample. Additionally, a separate survey for minor juvenile delinquents would be helpful in distinguishing juveniles' opinions from those of their parents or lawyers. It is crucial to gain insight on how minors feel about their experiences in court as well as adults. Future research can also focus on client levels of satisfaction regarding their actual case, experiences with judges, and personal experiences. Finally, one's prior criminal history may affect their opinions of court satisfaction. Thus, including questions related to this issue could yield particularly insightful information.

Conclusion

After conducting this study on court satisfaction of the juvenile court, it is obvious that the court needs to work on certain areas to ensure that operations run smoothly. With the large volume of people who traverse in and out of courts everyday and the important issues that are delegated there, it should be a helpful and professional system. It is imperative that the courts value their clients' opinions on how the court system is functioning, as with any professional organization. Based on the aforementioned results, certain extraneous variables, including the participant's access to the courts, whether transportation or parking availability, and language barriers, proved to be negatively affecting their satisfaction with the courts. These issues are relatively simple and can be corrected along with other details, such as court actors providing appropriate assistance to the parents/guardians or individuals that are charged. Correction of such issues can immensely improve the court system as a whole. Frequent feedback should be collected via surveys, such as the one in this investigation, in order to gain valuable knowledge on how the courts are functioning as well as provide preventive maintenance for future applicability.

Maleng Regional Justice Center

According to the survey findings, there were seven items where respondents showed a significantly higher percentage in the strongly agree category: (1) Finding the courthouse was easy (61%); (2) I felt safe in the courthouse (56%); (3) I was treated with courtesy and respect (52%); (4) I easily found the courtroom or office I needed (48%); and (5) Court staff paid attention to my needs (42%). However, in the strongly

disagree category, one item showed a significantly higher percentage in the strongly disagree category: I was able to readily find parking (20%).

Consequently, the results of this survey reveal that an individual's level of satisfaction influences their experience within the court and the judicial process, thus the notion that clients are treated with courtesy and respect, and that court staff paid attention to their needs are important factors in this process. However, there were several logistical factors that may have hindered the results that we received from the surveys themselves, as well as the challenging general process of implementing surveys.

Limitations

Overall, the findings of the survey found that respondent's demographic variables, such as race, age, or gender, did not affect their level of court satisfaction. However, perhaps if a larger sample was evaluated, it may have generated different results. For example, the results showed that 44.4% of the respondents at the Maleng Regional Justice Center were White, while only 5.5% indicated that they were Hispanic or Latino, thus the true demographics that were revealed in the survey may not have been representative of the true population that is being served by the court. A larger sample is pertinent to uncovering the accurate demographics of the population being served and whether or not these variables are significant in terms of court satisfaction.

In addition, there were several challenges in terms of the overall process of administering the surveys at the Regional Justice Center. First, there were numerous people that refused to participate in the survey for a variety of reasons. The most common response from individuals was that they did not have time because they were in a hurry or were en route to another location. On the other hand, there were individuals who would not stop or respond when asked to participate in the survey. Second, there were numerous administrative issues encountered. Most frequently, individuals did not fully complete the survey. It was not clear if the respondent failed to see the question or chose to skip the item. Also, the Regional Justice Center serves numerous functions and provides a lot of services other than the courthouse. Therefore, another problem in administering the surveys was locating and encouraging those that utilize the courthouse to participate. As such, it would have been beneficial to administer the surveys on more than one day. A viable option would have been to administer the survey once a week or once a month for a designated period of time so that a more accurate representation of court satisfaction could have been assessed. Another option would have been to have respondents mail-in their completed surveys, but this option has limitations as well.

Conclusion

The survey revealed that an individual's level of satisfaction is primarily influenced by their experiences within the court and the judicial process itself. Therefore, an individual's ability to find the courthouse, comprehend court forms, feel that the court staff paid attention to their needs, and feel that they were treated with courtesy and respect were strongly associated with court satisfaction.

General Conclusions

The results of this study are promising and reveal how crucial an individual's experience within the court and judicial process is in terms of their overall experience and satisfaction. For example, something as basic as staff being courteous, respectful, helpful can affect satisfaction without necessarily augmenting what courts do in terms of punishment and justice. On a human scale, these things matter, and it appears that the three court locations surveyed achieve these functions to some degree, but should strive to increase their performance in the areas of (1) Court staff paying attention to needs of clients, and (2) Court clients being treated with courtesy and respect.

Moreover, because survey results were mixed on issues of fairness, judges may need to increase their ability to convey (1) Their fairness in handling the case, (2) Their willingness to listen to the parties in the case before rendering a judgment, (3) Their knowledge of all the facts necessary to make decisions about the case, (4) That they treat each person similarly in terms of fairness and respect, and (5) What the client needs to do next in the judicial process. These areas were not as strong in their level of satisfaction, however, increasing satisfaction in these areas may have a positive effect on overall court satisfaction.

Finally, as the commentaries from the three survey sites revealed, any assessment of court satisfaction must deal with issues beyond the scope of the survey itself. For instance, the number of respondents participating in the survey must be increased, and although there were suggestions, each pose their own problems. Thus, one major concern is how can survey participation increase, and yet avoid coercion from the court.

Section Four:

Appendices

Appendix 1:
Additional Tables By Court Location

**Table A. Percentage of Overall Court Satisfaction by Location
(Numbers in Parentheses).**

	KCCH (107)	RJC (81)	JJC (26)
Strongly Disagree	11.2% (12)	7.4% (6)	3.8% (1)
Disagree	6.5% (7)	2.5% (2)	19.2% (5)
Neither Agree nor Disagree	14.0% (15)	16.0% (13)	15.4% (4)
Agree	23.4% (25)	27.2% (22)	15.4% (4)
Strongly Agree	33.6% (36)	39.5% (32)	26.9% (7)
Not Applicable	11.2% (12)	7.4% (6)	19.2% (5)

Table B. Percentage of Next Thing To Do by Location (Numbers in Parentheses).

	KCCH (77)	RJC (62)	JJC (22)
Strongly Disagree	5.2% (4)	9.7% (6)	4.5% (1)
Disagree	5.2% (4)	4.8% (3)	4.5% (1)
Neither Agree nor Disagree	10.4% (8)	6.5% (4)	13.6% (3)
Agree	29.9% (23)	25.8% (16)	40.9% (9)
Strongly Agree	49.9% (38)	50.0% (31)	36.4% (8)
Not Applicable	0.0% (0)	3.2% (2)	0.0% (0)

Table C. Percentage of Treated The Same by Location (Numbers in Parentheses).

	KCCH (83)	RJC (63)	JJC (22)
Strongly Disagree	10.8% (9)	11.1% (7)	9.1% (2)
Disagree	4.8% (4)	7.9% (5)	13.2% (2)
Neither Agree nor Disagree	8.4% (7)	14.3% (9)	27.3% (6)
Agree	27.7% (23)	22.2% (14)	31.8% (7)
Strongly Agree	47.0% (39)	44.4% (28)	18.2% (7)
Not Applicable	1.2% (1)	0.0% (0)	0.0% (0)

**Table D. Percentage of Judge Had Case Information by Location
(Numbers in Parentheses).**

	KCCH (78)	RJC (59)	JJC (22)
Strongly Disagree	5.1% (4)	16.9% (10)	5.3% (1)
Disagree	10.3% (8)	8.5% (5)	21.1% (4)
Neither Agree nor Disagree	16.7% (13)	8.5% (5)	26.3% (5)
Agree	25.6% (20)	28.8% (17)	36.8% (7)
Strongly Agree	41.0% (32)	37.3% (22)	10.5% (2)
Not Applicable	1.3% (1)	0.0% (0)	0.0% (0)

**Table E. Percentage of Court Staff Was Attentive by Location
(Numbers in Parentheses).**

	KCCH (143)	RJC (101)	JJC (29)
Strongly Disagree	5.6% (8)	5.0% (5)	3.4% (1)
Disagree	5.6% (8)	5.0% (5)	20.7% (6)
Neither Agree nor Disagree	9.1% (13)	16.8% (17)	17.2% (5)
Agree	32.2% (46)	27.7% (28)	35.5% (10)
Strongly Agree	47.6% (68)	45.5% (46)	24.1% (7)
Not Applicable	0.0% (0)	0.0% (0)	0.0% (0)

**Table F. Percentage of Showed Courtesy and Respect by Location
(Numbers in Parentheses).**

	KCCH (148)	RJC (105)	JJC (22)
Strongly Disagree	3.4% (5)	2.9% (3)	0.0% (0)
Disagree	5.4% (8)	5.7% (6)	9.7% (3)
Neither Agree nor Disagree	8.1% (12)	5.7% (6)	12.9% (4)
Agree	29.7% (44)	26.7% (28)	41.9% (13)
Strongly Agree	53.4% (79)	59.0% (62)	35.5% (11)
Not Applicable	0.0% (0)	0.0% (0)	0.0% (0)

**Table G. Percentage of Handling of Court Case Fair by Location
(Numbers in Parentheses).**

	KCCH (80)	RJC (63)	JJC (23)
Strongly Disagree	13.8% (11)	12.7% (8)	13.0% (3)
Disagree	7.5% (6)	9.5% (6)	17.4% (4)
Neither Agree nor Disagree	16.3% (13)	11.1% (7)	26.1% (6)
Agree	21.3% (17)	31.7% (20)	21.7% (5)
Strongly Agree	40.0% (32)	34.9% (22)	21.7% (5)
Not Applicable	1.3% (1)	0.0% (0)	0.0% (0)

Table G. Percentage of Judge Listened by Location (Numbers in Parentheses).

	KCCH (73)	RJC (57)	JJC (19)
Strongly Disagree	16.4% (12)	12.3% (7)	5.3% (1)
Disagree	9.6% (7)	8.8% (5)	10.5% (2)
Neither Agree nor Disagree	9.6% (7)	10.5% (6)	31.6% (6)
Agree	24.7% (18)	28.1% (16)	36.8% (7)
Strongly Agree	38.4% (28)	40.4% (23)	15.8% (3)
Not Applicable	1.4% (1)	0.0% (0)	0.0% (0)

Appendix 2:
Court Access and Fairness Survey and Codebook



King County

Court Access & Fairness Survey

(Choose court level visited)

☐ Superior Court

☐ District Court

Strongly Disagree
Disagree
Neither Agree nor Disagree
Agree
Strongly Agree
Not Applicable

1 2 3 4 5 n/a

• Section I: Access to the Court

Please circle the number that most closely corresponds with your experience with the Court.

- | | | | | | | |
|--|---|---|---|---|---|-----|
| 1. Finding the courthouse was easy. | 1 | 2 | 3 | 4 | 5 | n/a |
| 2. The forms I needed were clear and easy to understand. | 1 | 2 | 3 | 4 | 5 | n/a |
| 3. I felt safe in the courthouse. | 1 | 2 | 3 | 4 | 5 | n/a |
| 4. The court makes reasonable efforts to remove physical and language barriers to service. | 1 | 2 | 3 | 4 | 5 | n/a |
| 5. I was able to get my court business done in a reasonable amount of time. | 1 | 2 | 3 | 4 | 5 | n/a |
| 6. Court staff paid attention to my needs. | 1 | 2 | 3 | 4 | 5 | n/a |
| 7. I was treated with courtesy and respect. | 1 | 2 | 3 | 4 | 5 | n/a |
| 8. I easily found the courtroom or office I needed. | 1 | 2 | 3 | 4 | 5 | n/a |
| 9. The court's Web site was useful. | 1 | 2 | 3 | 4 | 5 | n/a |
| 10. The court's hours of operation made it easy for me to do my business. | 1 | 2 | 3 | 4 | 5 | n/a |
| 11. I was able to readily find parking. | 1 | 2 | 3 | 4 | 5 | n/a |

If you are a party to a legal matter and appeared before a judicial officer today, complete questions 12-16:

• Section II: Fairness

- | | | | | | | |
|--|---|---|---|---|---|-----|
| 12. The way my case was handled was fair. | 1 | 2 | 3 | 4 | 5 | n/a |
| 13. The judge listened to my side of the story before he or she made a decision. | 1 | 2 | 3 | 4 | 5 | n/a |
| 14. The judge had the information necessary to make decisions about my case. | 1 | 2 | 3 | 4 | 5 | n/a |
| 15. I was treated the same as everyone else. | 1 | 2 | 3 | 4 | 5 | n/a |
| 16. As I leave the court, I know what to do next about my case. | 1 | 2 | 3 | 4 | 5 | n/a |

• Section III: Other Information

- | | | | | | | |
|--|-----------------------------|------------------------------|------------------------------|---|---|-----|
| 17. Did you need to take time off from work to attend court? | <input type="checkbox"/> No | <input type="checkbox"/> Yes | | | | |
| 18. Did you receive a ruling in a court case today? | <input type="checkbox"/> No | <input type="checkbox"/> Yes | | | | |
| 19. If you received a ruling, was the ruling favorable? | <input type="checkbox"/> No | <input type="checkbox"/> Yes | <input type="checkbox"/> n/a | | | |
| 20. Did you have legal representation in a court case today? | <input type="checkbox"/> No | <input type="checkbox"/> Yes | <input type="checkbox"/> n/a | | | |
| 21. Did you have a protection order advocate for your case? | <input type="checkbox"/> No | <input type="checkbox"/> Yes | <input type="checkbox"/> n/a | | | |
| 22. Overall, I feel good about my court experience today. | 1 | 2 | 3 | 4 | 5 | n/a |

Comments: _____

• Section IV: Background Information

Are you . . .

A party to a legal matter as a . . .

☐ Plaintiff/Petitioner

☐ Defendant/Respondent

Did you represent yourself?

☐ No ☐ Yes

☐ An attorney representing a client

☐ A witness in a legal matter

☐ Law enforcement/probation/ or social service staff

☐ Other: _____

What did you do at the court today?

(Check all that apply)

☐ Search court records/obtain documents

☐ File papers

☐ Make a payment

☐ Get information

☐ Appear as a witness

☐ Appear in court for a hearing or trial

☐ Other: _____

How did you arrive at court today?

(Choose one)

☐ I drove myself

☐ I carpooled

☐ I took the bus

☐ I took other public transportation

☐ Other: _____

How do you identify yourself?

(Choose one)

☐ American Indian or Alaska Native

☐ Asian

☐ Black/African American

☐ Hispanic or Latino

☐ Native Hawaiian or Other Pacific Islander

☐ White/Caucasian

☐ Mixed Race

☐ Other: _____

What is your gender?

☐ Female

☐ Male

You are . . . *(Choose one)*

☐ Married

☐ Unmarried

☐ Divorced

☐ Cohabiting

☐ Widow/Widower

What is your age?

In years _____

Your highest educational level?

☐ Less than high school

☐ High school graduate

☐ Some college/associate degree

☐ Bachelor's degree

☐ Master's/professional degree

☐ Doctorate degree

What type of case brought you to the courthouse today?

☐ Traffic

☐ Criminal

☐ Civil matter

☐ Divorce, child custody or support

☐ Juvenile matter

☐ Dependency

☐ Offender

☐ Other: _____

☐ Probate

☐ Small Claims

☐ Other: _____

How often are you typically in this courthouse?

(Choose the closest estimate)

☐ First time in this courthouse

☐ Once a year *(not the first time)*

☐ Twice a year

☐ More than twice a year

☐ Regularly *(at scheduled times)*

How far did you travel to court today?

_____ miles

You presently reside in . . . *(Choose one)*

☐ King County

☐ Kitsap County

☐ Pierce County

☐ Snohomish County

☐ Thurston County

☐ Other: _____

Are you presently . . . *(Choose one)*

☐ Employed

☐ Retired

☐ Unemployed

☐ Full-time Student

What is your annual household income?

☐ \$10,000 or less

☐ \$10,001 to \$19,999

☐ \$20,000 to \$29,999

☐ \$30,000 to \$39,999

☐ \$40,000 to \$49,999

☐ \$50,000 to \$59,999

☐ \$60,000 to \$69,999

☐ \$70,000 to \$79,999

☐ \$80,000 to \$89,999

☐ \$90,000 or more

Thank You!

Court Satisfaction Survey Codebook

SECTION 1: Access To The Court			
Variable Name	Description	Detail	Coding
SERVNUM	Survey Number	A 4-digit number that identifies each survey as a unique case	0001 to 9999
LOC	Location of Court	King County Courthouse (KCCH); Juvenile Court (JC); King County Regional Justice Center (RJC)	KCCH = 1 JC = 2 RJC = 3
LEVEL	Court Level		Superior Court = 0 District Court = 1
FINDCT	Finding the Court [Question 1]	How much do you agree with the following statement?: "Finding the courthouse was easy."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
FORMS	Court Forms [Question 2]	How much do you agree with the following statement?: "The forms I needed were clear and easy to understand."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
SAFE	Court Safety [Question 3]	How much do you agree with the following statement?: "I felt safe in the courthouse."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
PHYSLANG	Removal of Physical and Language Barriers [Question 4]	How much do you agree with the following statement?: "The court makes reasonable efforts to remove physical and language barriers to service."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99

BUSINESS	Court Business Done in Reasonable Time [Question 5]	How much do you agree with the following statement?: “I was able to get my court business done in a reasonable amount of time.”	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
STAFF	Court Staff was Attentive [Question 6]	How much do you agree with the following statement?: “Court staff paid attention to my needs.”	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
RESPECT	Court Showed Courtesy and Respect [Question 7]	How much do you agree with the following statement?: “I was treated with courtesy and respect.”	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
ROOMOFF	Finding the Courtroom or Office [Question 8]	How much do you agree with the following statement?: “I easily found the courtroom or office I needed.”	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
WEB	Web Site Useful [Question 9]	How much do you agree with the following statement?: “The court’s Web site was useful.”	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
HOURS	Court Business Hours [Question 10]	How much do you agree with the following statement?: “The court’s hours of operation made it easy for me to do my business.”	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
PARKING	Parking at the Court [Question 11]	How much do you agree with the following statement?: “I was able to readily find parking.”	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99

SECTION 2: Fairness

If you are a party to a legal matter and appeared before a judicial officer today, complete questions 12-16:

HANDLE	Handling of the Court Case [Question 12]	How much do you agree with the following statement?: "The way my case was handled was fair."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
LISTEN	Judge Listened [Question 13]	How much do you agree with the following statement?: "The judge listened to my side of the story before he or she made a decision."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
INFO	Judge Had Case Information [Question 14]	How much do you agree with the following statement?: "The judge had the information necessary to make decisions about my case."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
TREAT	Treated the Same [Question 15]	How much do you agree with the following statement?: "I was treated the same as everyone else."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
NEXT	Next Thing To Do [Question 16]	How much do you agree with the following statement?: "As I leave the court, I know what to do next about my case."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
SECTION 3: Other Information			
TIMEOFF	Time Off From Work [Question 17]	"Did you need to take time off from work to attend court?" "No" or "Yes" or "N/A" (Not Applicable)	No = 0 Yes = 1 N/A = 99
RULING	Ruling in a Court Case [Question 18]	"Did you receive a ruling in a court case today?" "No" or "Yes" or "N/A" (Not Applicable)	No = 0 Yes = 1 N/A = 99

FAVRULE	Favorable Ruling [Question 19]	"If you received a ruling, was the ruling favorable?" "No" or "Yes" or "N/A" (Not Applicable)	No = 0 Yes = 1 N/A = 99
LEGREP	Legal Representation in Court [Question 20]	"Did you have legal representation in a court case today?" "No" or "Yes" or "N/A" (Not Applicable)	No = 0 Yes = 1 N/A = 99
PROTECT	Protection Order [Question 21]	"Did you have a protection order advocate for your case?" "No" or "Yes" or "N/A" (Not Applicable)	No = 0 Yes = 1 N/A = 99
OVERALL	Overall Court Experience [Question 22]	How much do you agree with the following statement?: "Overall, I feel good about my court experience today."	Strongly Disagree = 1; Disagree = 2; Neither Agree nor Disagree = 3; Agree = 4; Strongly Agree = 5; Not Applicable = 99
COMMENT	Comments	Open-ended statement; Space provided	Open-ended

SECTION 4: Background Information			
CLNTTYPE	Type of Court Client	"Are you a party to a legal matter as a . . ." Plaintiff/Petitioner; Defendant/Respondent; An attorney representing a client; A witness in a legal matter; Law enforcement/probation/ or social service staff; Other	Plaintiff/Petitioner = 1; Defendant/Respondent = 2; An attorney representing a client = 3; A witness in a legal matter = 4; Law enforcement/probation/ or social service staff = 5; Other = 6
REPRSENT	Self Representation	"Did you represent yourself?" No or Yes?	No = 0 Yes = 1 N/A = 99

WHYCOURT	Reason For Being At Court	What type of case brought you to the courthouse today? Traffic; Criminal; Civil matter; Divorce, child custody or support; Juvenile matter (Dependency, Offender Other); Probate; Small Claims; Other	Traffic = 1; Criminal = 2; Civil matter = 3; Divorce, child custody or support = 4; Juvenile matter = 5 (Dependency = 6, Offender = 7 Other = 8); Probate = 9; Small Claims = 10; Other = 11
WHATDO	What Did You Do at This Court	What did you do at the court today? (Check all that apply) Search court records/obtain documents; File papers; Make a payment; Get information; Appear as a witness; Appear in court for a hearing or trial; Other	Search court records/obtain documents = 1; File papers = 2; Make a payment = 3; Get information = 4; Appear as a witness = 5; Appear in court for a hearing or trial = 6; Other = 7
HOWOFT	Time spent at This Court	How often are you typically in this courthouse? (Choose the closest estimate): First time in this courthouse; Once a year (not the first time) Twice a year; More than twice a year; Regularly (at scheduled times)	First time in this courthouse = 1; Once a year (not the first time) = 2; Twice a year = 3; More than twice a year = 4; Regularly (at scheduled times) = 5
ARRIVE	How Did You Arrive	How did you arrive at court today? (Choose one): I drove myself; I carpooled; I took the bus; I took other public transportation; Other	I drove myself = 1; I carpooled = 2; I took the bus = 3; I took other public transportation = 4; Other = 5
HOWFAR	Travel Distance to Court	How far did you travel to court today? In miles	Number of miles

RACE	Race of Respondent	How do you identify yourself? (Choose one): American Indian or Alaska Native; Asian; Black/African American; Hispanic or Latino; Native Hawaiian or Other Pacific Islander; White/Caucasian; Mixed Race; Other	American Indian or Alaska Native = 1; Asian =2; Black/African American =3; Hispanic or Latino =4; Native Hawaiian or Other Pacific Islander =5; White/Caucasian =6; Mixed Race = 7; Other = 8
RESIDE	County of Respondent	You presently reside in . . . (Choose one): King County; Kitsap County; Pierce County; Snohomish County; Thurston County; Other	King County = 1; Kitsap County = 2; Pierce County = 3; Snohomish County = 4; Thurston County = 5; Other = 6
EMPLOY	Employment Status of Respondent	Are you presently . . . (Choose one): Employed; Unemployed; Full-time Student; Retired	Employed = 1; Unemployed = 2; Full-time Student = 3; Retired = 4
GENDER	Gender of Respondent	What is your gender? “Female” or “Male”	Female = 0; Male = 1
MARITAL	Marital Status of Respondent	You are . . . Married; Divorced; Cohabiting; Unmarried; Widow/Widower	Married = 1; Divorced = 2; Cohabiting = 3; Unmarried = 4; Widow/Widower =5
AGE	Age of Respondent	What is your age? In years	Age in years
EDUC	Education Level of Respondent	Your highest education level?: Less than high school; High school graduate; Some college/associate degree; Bachelor's degree; Master's/ professional degree; Doctorate degree	Less than high school = 1; High school graduate =2; Some college/ associate degree =3 ; Bachelor's degree = 4; Master's/ professional degree =5; Doctorate degree = 6

INCOME	Annual Household Income of Respondent	What is your annual household income?: \$10,000 or less; \$10,001 to \$19,999; \$20,000 to \$29,999; \$30,000 to \$39,999; \$40,000 to \$49,999; \$50,000 to \$59,999; \$60,000 to \$69,999; \$70,000 to \$79,999; \$80,000 to \$89,999; \$90,000 or more	\$10,000 or less = 1; \$10,001 to \$19,999 = 2; \$20,000 to \$29,999 = 3; \$30,000 to \$39,999 = 4; \$40,000 to \$49,999 = 5; \$50,000 to \$59,999 = 6; \$60,000 to \$69,999 = 7; \$70,000 to \$79,999 = 8; \$80,000 to \$89,999 = 9; \$90,000 or more = 10
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